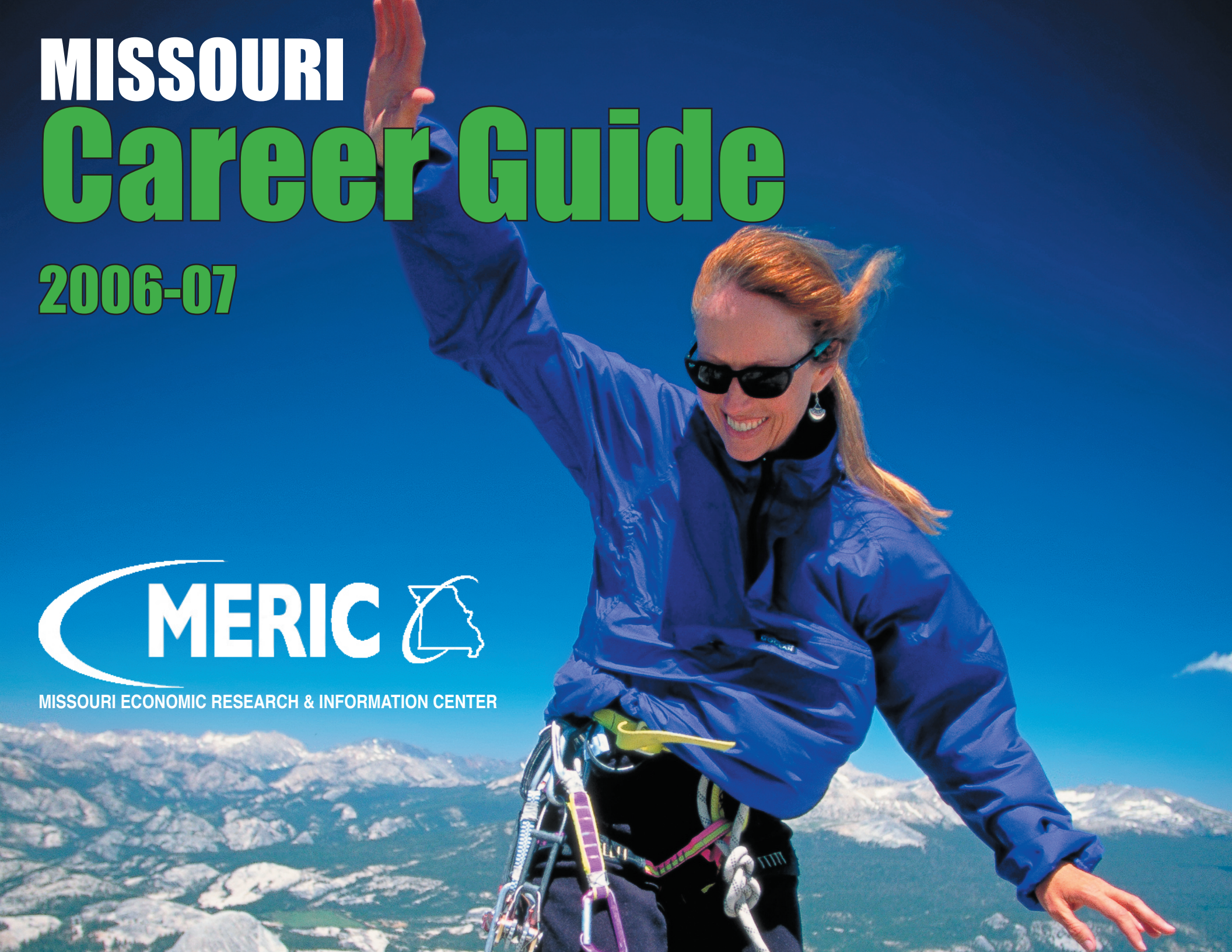


# MISSOURI Career Guide

2006-07



MISSOURI ECONOMIC RESEARCH & INFORMATION CENTER





We gratefully acknowledge the support of the Governor, Department of Economic Development, Division of Workforce Development, Department of Elementary and Secondary Education, and countless others, without whose invaluable advice and assistance this career guide would not have been possible.

Every effort has been made to ensure the accuracy of the information in this guide. MERIC is not responsible for outdated information. All content was current at the time of publication.



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STATE OF MISSOURI  
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65101

MATT BLUNT  
GOVERNOR

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A word from the Governor

The information age has transformed the rules of the workplace to offer exciting new possibilities as well as challenges. This new Missouri Career Guide is slimmer and more efficient, offering better portability and more web links. It is both a reflection of the changes altering the way we work today and a tool giving you the skills you need to succeed at that work.

Whether you are a young person deciding what kind of education or training you need, an adult faced with a job change, or a retiree looking for fresh options, you will find the information you need to make well-informed decisions. Missouri has more high-paying, family supporting jobs and industries than ever, and I encourage you to find the field that is right for you.

Life is full of changes, challenges and choices. Let the Missouri Career Guide help you make the most of the opportunity change brings.

Sincerely,

A handwritten signature in black ink that reads "Matt Blunt".

Matt Blunt



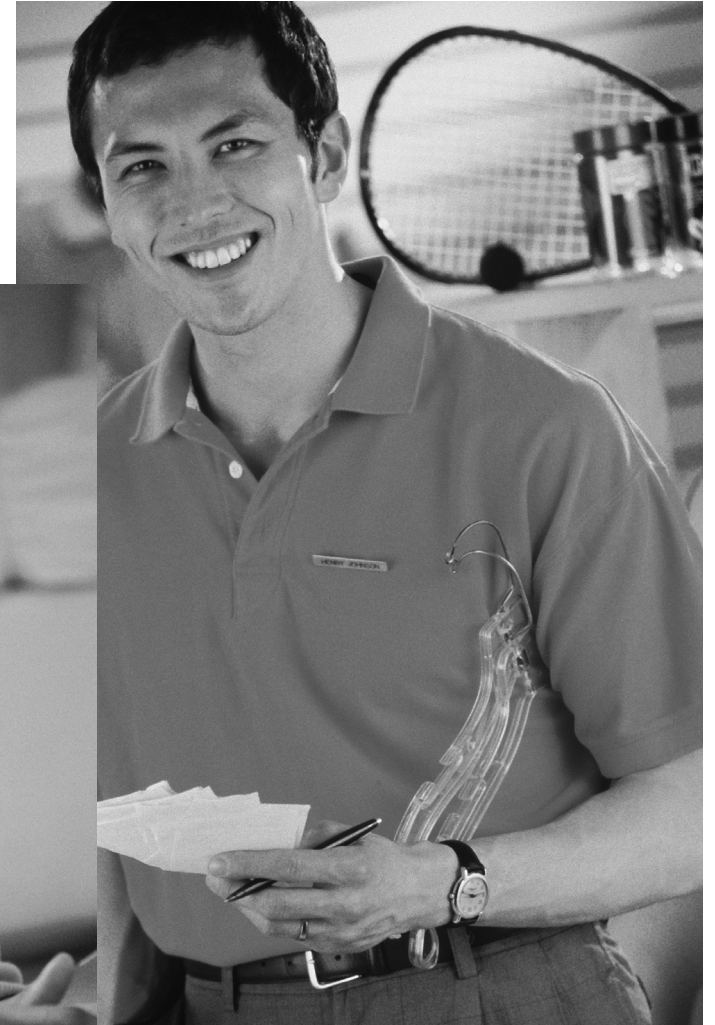
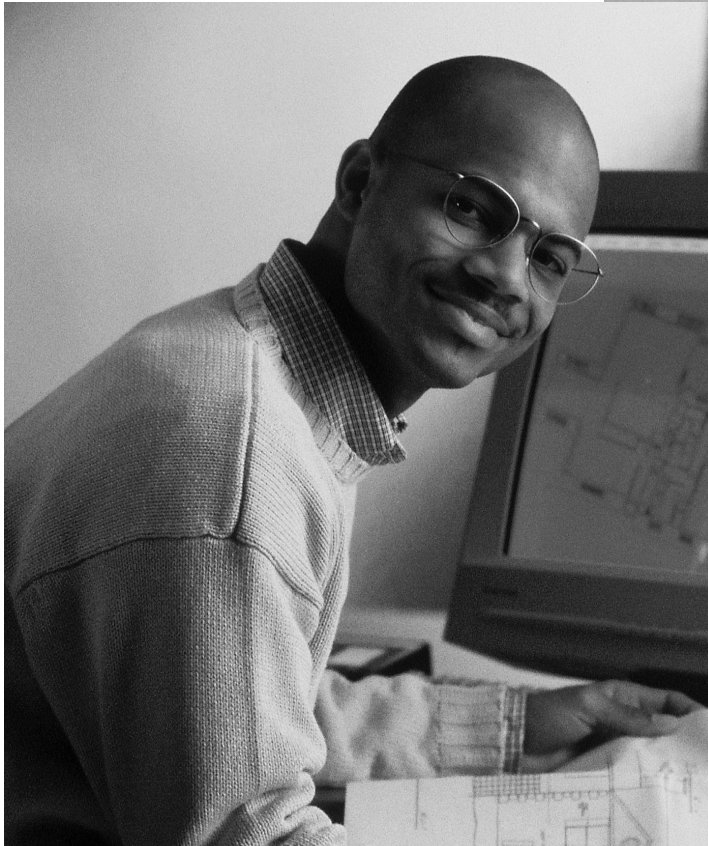
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# ASSESSING YOURSELF AND YOUR CAREER



# ***ASSESSING YOURSELF AND YOUR CAREER***

Career choice is one of the most important, yet difficult decisions you'll ever have to make. You'll spend at least eight hours a day at work, so it's essential you make a well-informed decision. In order to make a decision you'll be happy with, career planning can be helpful.

Career planning is a lifelong process, which includes choosing an occupation, getting a job, growing in a job, changing careers, and eventually retiring. This may happen once in your lifetime, but it

is more likely to happen several times as you first define and then redefine yourself and your goals.

Career planning also involves evaluating your career goals and how they fit with your life goals. It's assessing your interests, financial needs and geographical living requirements. It's determining what you need to do to be happy, healthy and able to meet your financial obligations.

## ***What to Consider When Developing Your Career Plan***

**Core Expertise:** What are your skills? Are you good with logic? Organization? Do you have technical skills, such as working with computers or mechanics? Do you have experience in a specific field, such as nursing, contract negotiation, counseling or retail management?

**Personal Desires:** Do you want a balance between work, family and friends? Do you need quality personal time? Is it important to you to work for a company that is socially responsible? Do you desire to work at home, or in a small or a large company setting?

**Current & Future Financial Needs:** Do you or will you have a mortgage payment? College payments for your children? Retirement? Vacation? Think about your current and long-term financial needs. Don't forget to plan ahead for retirement.

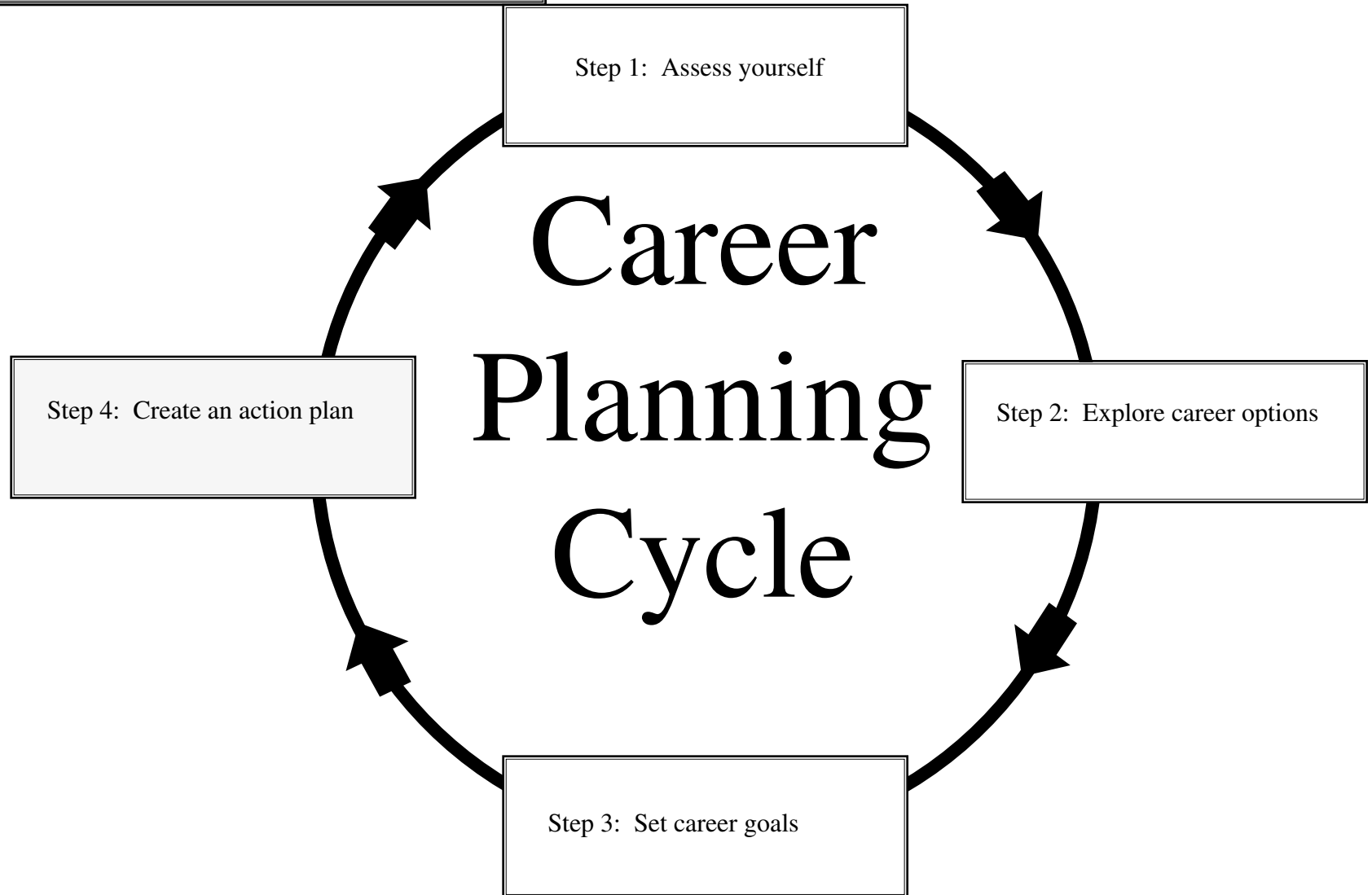
**Health:** Do you have physical limitations? How much physical energy are you willing to exert in a job? Keep these answers in mind when applying for jobs that require physical ability, such as lifting, working on an assembly line—or even sitting at a computer all day.


**Geographic Location:** Where do you want to live? Remember: computers and the Internet make communicating much easier today, and offer people more flexibility in where they work and live.



## CAREER PLANNING PROCESS

The career planning process is comprised of four steps. These four steps are: assess yourself, explore your career options, set career goals and create an action plan. We'll go into more detail about each step in the next few sections.





**Assess yourself:** Figure out where you are before you think about where you're going. If you haven't already, try taking an assessment. Assessments are tools to help you discover important details about yourself. Career assessments identify possible careers based on your interests, skills, and work style.

Whether or not you choose to take an assessment, think about a career path you want to take. Consider past experiences that you feel were particularly rewarding—jobs, volunteer activities, parenting, school, or a hobby. Make a list of these experiences and identify why they were so satisfying. Think about other experiences that could provide the same sort of satisfaction.

**Explore career options:** Before you make any big career decisions, take advantage of the information that's available. This information can help you answer questions such as: What careers do you find interesting? How much education and training will you need for certain jobs? Will you need a license? What are the physical demands for certain jobs? Do you want to be the boss?

**Set career goals:** After assessing yourself and exploring your career options, you should set career goals. Career goals are ideas about what you want to accomplish. Defining your goals will help you take the necessary steps to your career. Remember that you can have as many career goals as you want and that you can change your goals anytime. Once you reach your career goals, it is essential to set new goals that motivate you to keep learning and striving for satisfaction. Remember, the world of work changes quickly and so do you; repeat these steps as needed to develop new skills and preferences.

**Create an action plan:** To set your career plan in motion, you will need to follow through with what you've learned thus far and take advantage of the resources around you. For example, you may want to take some of the following actions: investigate sources of additional training and education, develop a job search strategy, write your resume, explore potential employers, compose cover letters, prepare for job interviews.

# CAREER PATHS

One initial action plan you can take right now is to check out career paths. Career paths are clusters of occupations that require different levels of education and training. There are six career paths that can help you identify a career focus without being locked into a specific occupation. You don't have to choose a specific occupation today, but you can learn about career paths and opportunities in them.

By exploring different career paths, you'll see how math, science, language arts, and social studies are important in lots of careers. If you see a connection between your education/training preparation and the world of work, chances are your education and career training will be more meaningful to you.



## *What are the six career paths?*

**Arts and Communication:** Occupations in this path are related to humanities and the performing, visual, literary and media arts. These include architecture; graphic, interior, and fashion design; writing; film; fine arts; journalism; languages; media; advertising; and public relations.

**Business, Management & Technology:** Occupations in this path are related to the business environment. These include entrepreneurship, sales, marketing, computer/information systems, finance, accounting, personnel, economics, and management.

**Health Services:** Occupations in this path are related to the promotion of health and treatment of disease. These include research, prevention, treatment, and related health technologies.

**Human Services:** Occupations in this path are related to economic, political, and social systems. These include education, government, law and law enforcement, leisure and recreation, military, religion, childcare, social services, and personal services.

**Industrial & Engineering Technology:** Occupations in this path are related to technologies necessary to design, develop, install, and maintain physical systems. These include engineering, manufacturing, construction, service, and related technologies.

**Natural Resources & Agriculture:** Occupations in this path are related to agriculture, the environment, and natural resources. These include agricultural sciences, earth sciences, environmental sciences, fisheries, forestry, horticulture, and wildlife.

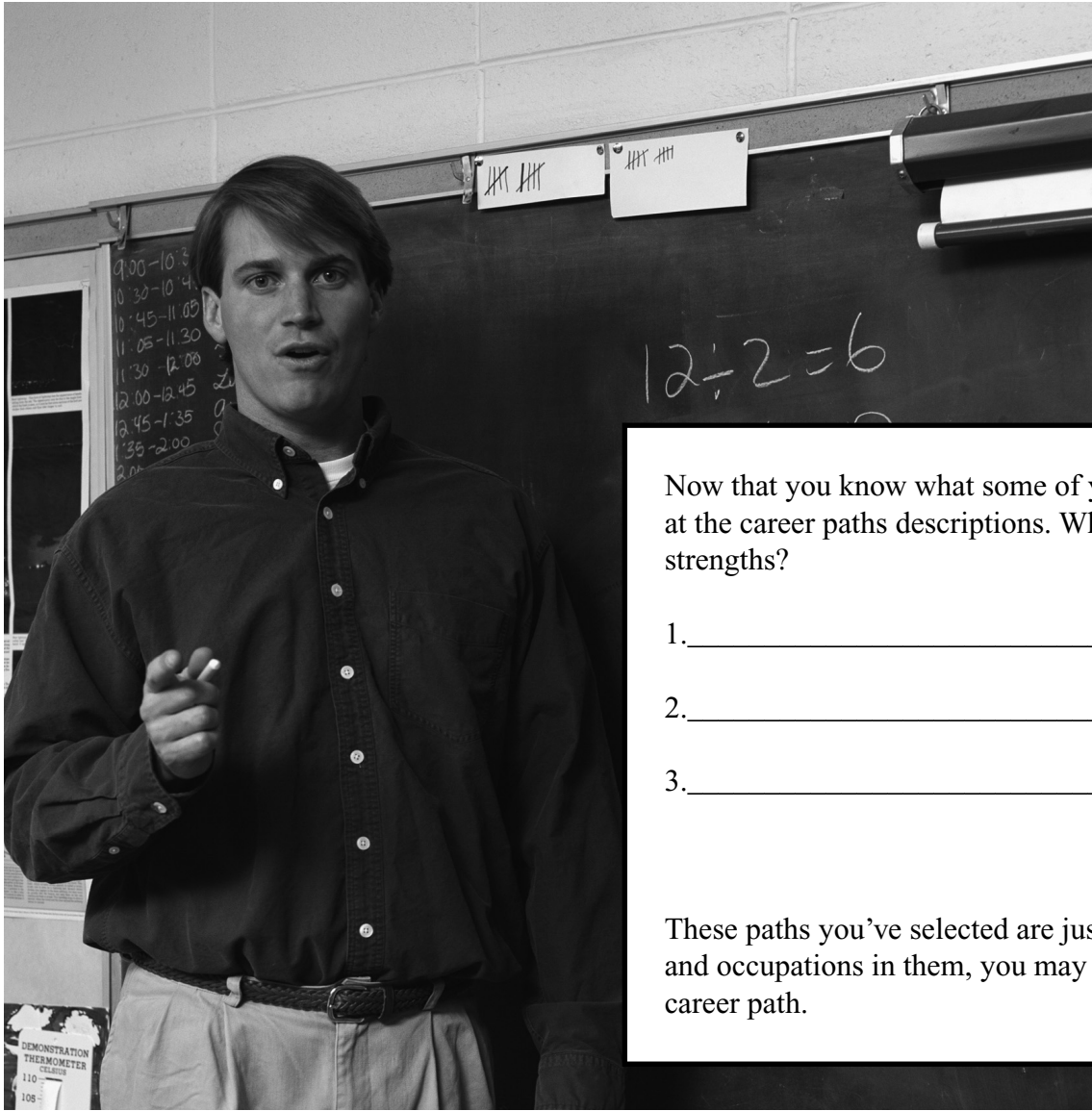
Now that you have an understanding of career paths, you can begin to discover which one might be right for you. The following exercise allows you to choose activities, interests, personal qualities, and school subjects to determine which career path might be right for you.



# CAREER INVENTORY

Circle each item that relates to you; then total each section:

<p><b>Activities that sound interesting to me:</b></p> <ul style="list-style-type: none"> <li>* Preparing medicines in a pharmacy</li> <li>* Helping sick people</li> <li>* Working with animals</li> <li>* Helping with sports injuries</li> <li>* Studying anatomy and disease</li> <li>* Performing surgery</li> </ul> <p><b>Personal qualities that describe me:</b></p> <ul style="list-style-type: none"> <li>* Compassionate and caring</li> <li>* Good listener</li> <li>* Good at following directions</li> <li>* Conscientious and careful</li> <li>* Patient</li> </ul> <p><b>In my free time I would enjoy:</b></p> <ul style="list-style-type: none"> <li>* Volunteering in a hospital</li> <li>* Taking care of pets</li> <li>* Exercising</li> </ul> <p><b>School subjects/activities that I enjoy or do well in:</b></p> <ul style="list-style-type: none"> <li>* Math</li> <li>* Science</li> <li>* Biology</li> <li>* Chemistry</li> </ul> <p>Total # circled: <input type="text"/></p> <p style="text-align: right;"><b>HEALTH SERVICES</b></p>	<p><b>Activities that sound interesting to me:</b></p> <ul style="list-style-type: none"> <li>* Reading or writing stories or articles</li> <li>* Designing and building scenery for plays</li> <li>* Gardening</li> <li>* Taking photographs</li> <li>* Acting in a play or movie</li> <li>* Listening to/playing music</li> </ul> <p><b>Personal qualities that describe me:</b></p> <ul style="list-style-type: none"> <li>* Imaginative</li> <li>* Creative</li> <li>* Outgoing</li> <li>* Using my hands to create things</li> <li>* Performer</li> </ul> <p><b>In my free time I would enjoy:</b></p> <ul style="list-style-type: none"> <li>* Working on the school newspaper or yearbook</li> <li>* Acting in a play</li> <li>* Painting pictures, drawing</li> </ul> <p><b>School subjects/activities that I enjoy or do well in:</b></p> <ul style="list-style-type: none"> <li>* Social studies</li> <li>* Choir/chorus/band</li> <li>* Creative writing</li> <li>* Art</li> </ul> <p>Total # circled: <input type="text"/></p> <p style="text-align: right;"><b>ARTS AND COMMUNICATION</b></p>	<p><b>Activities that sound interesting to me:</b></p> <ul style="list-style-type: none"> <li>* Interviewing people</li> <li>* Using computer programs</li> <li>* Typing letters, forms, banners</li> <li>* Keeping records, taking notes</li> <li>* Working with numbers</li> <li>* Organizing files and paperwork</li> </ul> <p><b>Personal qualities that describe me:</b></p> <ul style="list-style-type: none"> <li>* Practical</li> <li>* Independent</li> <li>* Organized</li> <li>* Like to use machines</li> <li>* Like to be around people</li> </ul> <p><b>In my free time I would enjoy:</b></p> <ul style="list-style-type: none"> <li>* Being in a speech contest or debate</li> <li>* Using a computer</li> <li>* Volunteering in a local hospital</li> </ul> <p><b>School subjects/activities that I enjoy or do well in:</b></p> <ul style="list-style-type: none"> <li>* Speech</li> <li>* Language</li> <li>* Math</li> <li>* Marketing</li> </ul> <p>Total # circled: <input type="text"/></p> <p style="text-align: right;"><b>BUSINESS MANAGEMENT/ TECHNOLOGY</b></p>
<p><b>Activities that sound interesting to me:</b></p> <ul style="list-style-type: none"> <li>* Predicting weather</li> <li>* Predicting or measuring earthquakes</li> <li>* Growing flowers/trees, gardening</li> <li>* Studying rocks and minerals</li> <li>* Raising fish or other animals</li> <li>* Working in a chemistry lab</li> </ul> <p><b>Personal qualities that describe me:</b></p> <ul style="list-style-type: none"> <li>* Observant</li> <li>* Nature lover</li> <li>* Physically active</li> <li>* Problem solver</li> <li>* Like helping with problems</li> </ul> <p><b>In my free time I would enjoy:</b></p> <ul style="list-style-type: none"> <li>* Hiking</li> <li>* Participating in FFA or 4-H</li> <li>* Experimenting with chemistry</li> </ul> <p><b>School subjects/activities that I enjoy or do well in:</b></p> <ul style="list-style-type: none"> <li>* Math</li> <li>* Geography</li> <li>* Biology</li> <li>* Geometry</li> </ul> <p>Total # circled: <input type="text"/></p> <p style="text-align: right;"><b>NATURAL RESOURCES/ AGRICULTURE</b></p>	<p><b>Activities that sound interesting to me:</b></p> <ul style="list-style-type: none"> <li>* Putting things together</li> <li>* Designing buildings</li> <li>* Working on cars, mechanical things</li> <li>* Using advanced math to solve problems</li> <li>* Gardening</li> <li>* Using tools</li> </ul> <p><b>Personal qualities that describe me:</b></p> <ul style="list-style-type: none"> <li>* Practical</li> <li>* Like using my hands</li> <li>* Logical</li> <li>* Observant</li> <li>* Good at following instructions</li> </ul> <p><b>In my free time I would enjoy:</b></p> <ul style="list-style-type: none"> <li>* Building stage sets for a play</li> <li>* Drawing sketches of cars, mechanical things</li> <li>* Working on cars</li> </ul> <p><b>School subjects/activities that I enjoy or do well in:</b></p> <ul style="list-style-type: none"> <li>* Math</li> <li>* Geometry</li> <li>* Woodworking</li> <li>* Science</li> </ul> <p>Total # circled: <input type="text"/></p> <p style="text-align: right;"><b>INDUSTRIAL/ ENGINEERING TECHNOLOGY</b></p>	<p><b>Activities that sound interesting to me:</b></p> <ul style="list-style-type: none"> <li>* Helping people solve problems</li> <li>* Working with children</li> <li>* Working with elderly people</li> <li>* Working in a team</li> <li>* Being involved in politics</li> <li>* Solving a mystery</li> </ul> <p><b>Personal qualities that describe me:</b></p> <ul style="list-style-type: none"> <li>* Organized</li> <li>* Community-minded</li> <li>* Outgoing</li> <li>* Good at making decisions</li> <li>* Good listener</li> </ul> <p><b>In my free time I would enjoy:</b></p> <ul style="list-style-type: none"> <li>* Tutoring young children</li> <li>* Helping with a community project</li> <li>* Coaching children in a sport</li> </ul> <p><b>Schools subjects/activities that I enjoy or do well in:</b></p> <ul style="list-style-type: none"> <li>* Language arts</li> <li>* History</li> <li>* Speech</li> <li>* Math</li> </ul> <p>Total # circled: <input type="text"/></p> <p style="text-align: right;"><b>HUMAN SERVICES</b></p>



Now that you know what some of your interests, abilities, and talents are, take another look at the career paths descriptions. Which three career paths do you think best match your strengths?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

These paths you've selected are just a starting point. As you find out more about career paths and occupations in them, you may decide that your strengths are best suited to a different career path.

It would be a good idea to review your education/training plan with your school or career counselor. If you have not yet developed one, talk to your counselor about doing so. As you look at your plan, ask which paths can help you gain the knowledge and skills in the career you are exploring. As you move through life, even if your direction changes, many of the skills and the knowledge you learn can transfer to other career paths. Looking at your plan of study through the lens of career paths can help provide a more relevant purpose to your career goals.

## ***CAREER AWARENESS***

Take an inventory of your likes, dislikes, personal characteristics, values, wants and needs. It is the first part of the career planning process. Before you can decide what you want to be, you first have to discover who you are. People change, grow and develop. Everyone should reassess themselves periodically in relation to their career goals.

## ***SELF-ASSESSMENT***

**Interests:** Interests are the things we enjoy doing, and can give us clues about work or career interests. Fixing things, cooking, using computers, and caring for children are just a few examples of leisure time activities that can be converted into careers.

**Personality:** Personality can be defined as a combination of emotional and behavioral characteristics that can indicate strengths and weaknesses. Different careers fit with different personality traits. For example, an outgoing, friendly person who enjoys meeting and talking to people all day would be suited for jobs in sales, customer service or public relations.

**Skills:** Skills are acquired from work experience, community service and other roles people have had in their lives. Skills are divided into three types:

***Transferable or functional skills:*** Skills that can be carried from one job to another.

***Self-management or adaptive skills:*** Self-management skills are strengths people have developed through life and work experience, or from exposure to role models. They are also behaviors learned in families and from significant others. Certain self-management skills are very important in some occupations, less important in others. Matching occupational choices to strengths is a very important factor in career or occupational choice.

***Technical or work content skills:*** Skills learned through training can often be applied to a narrow range of occupations. Sometimes recognizing the satisfaction generated from using these skills can indicate alternative career choices.



## Self-Assessment (continued)

**Abilities:** Abilities often indicate potential in a particular area. With training, aptitudes may turn into career options. People often take for granted the skills that come easily to them. It is precisely those areas that should be explored.

**Work Values:** Work values are the motivation or personal needs required for job satisfaction. Looking at work values also helps people prioritize what role work plays in their lives. As adults grow and mature, some of their values may change. A job or career chosen at age 20 may not match the values of a person at age 40 or 50.

**Lifestyle & Financial Considerations:** The way people prefer to live their lives and how their career and occupational choices affect those preferences. Through assessment of lifestyle, individuals can evaluate how their career decisions impact how they live, the significant people in their lives, and whether there are existing or potential barriers to overcome. One very important consideration is one's financial needs. Knowledge of monthly expenses and having realistic financial goals can help in choosing appropriate occupations.

**Preferred Work Environment:** Preferences regarding people, environments, living and working conditions can be just as important as what a person chooses to do. Work environment can play a large part in how people feel about their jobs. Often a person's comfort level with the work environment can make the difference between a successful and an unsuccessful career choice.

## ***LEARN ABOUT YOURSELF***

*Have you done a self-assessment lately? There are many instruments to assist you with your self-assessment, both informal exercises and formal tests/inventories. Some are available at your high school, college or workforce development agency. If you've taken a self-assessment inventory lately, it might be a good idea to review your results. If you need some resources, here are online inventories to try out.*

[www.onetcenter.org](http://www.onetcenter.org) (click on 'Products' link)

[www.bridges.com](http://www.bridges.com) (click on 'Choices Planner' link)

[www.workkeys.com](http://www.workkeys.com)

**WorkKeys®** assessments give students and workers reliable, relevant information about real world skills employers feel are critical to job success, such as applied math and technology, business writing, listening, locating information, observation, overall job readiness, reading for information, teamwork and writing. After the assessment is complete, you are informed how your skills compare to specific job requirements, providing you a targeted solution that saves you time and money. WorkKeys® assessments are currently offered at several Missouri Career Centers and other partner agencies. Please use the listing on pages 51-52 to contact a Missouri Career Center near you for more information.

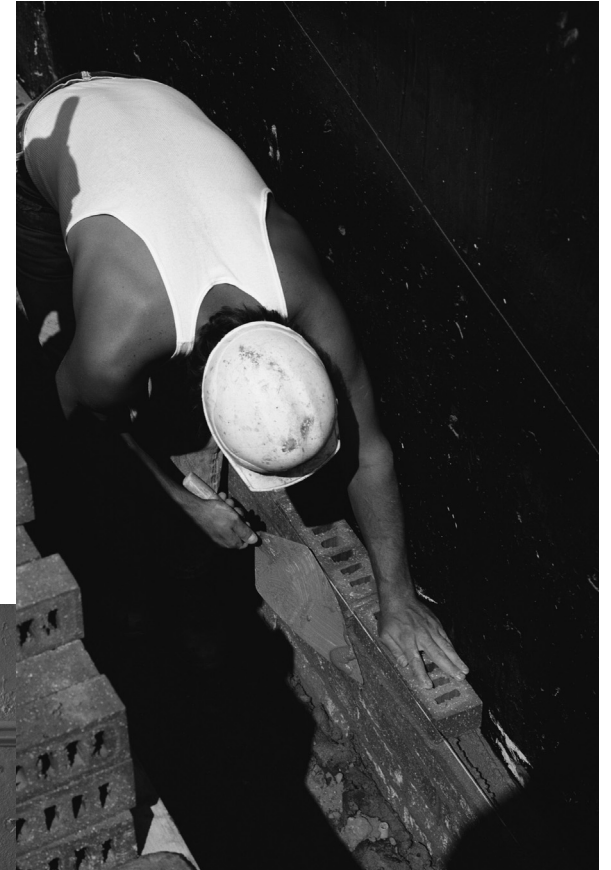
*Good luck and have fun learning about yourself!*

## ***THE HOLLAND PARTY EXERCISE***

### ***MATCHING OCCUPATIONS TO PERSONALITY***

When your job matches your interests and your personality, you are more likely to be happy and successful in your work. Consider working in an occupation that fits your personality.

The following exercise is based on the work of John Holland, a career theorist who looked at the relationship between interests and occupational fit. As you complete the exercise, you will be identifying your top interest categories.

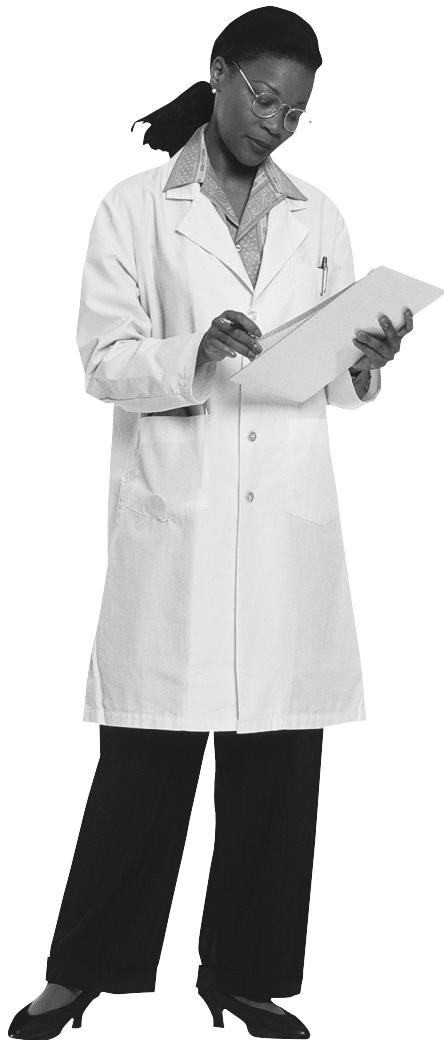


## ***INSTRUCTIONS FOR THE HOLLAND PARTY EXERCISE***

Imagine you are at a party with six different groups of people gathered around the room.

Read the descriptions of the six Holland Types (Realistic, Artistic, Investigative, Social, Enterprising, Conventional). Imagine yourself joining the group of people that you would most enjoy being with. If several groups appeal to you, pick the one that appeals to you most. Write down the first letter of the name of that group on the following page under “Top Choices.”

Pretend all the members of your group have left the party and you decide to join another group. What would be your second choice? Write down the first letter of your second choice next to your first choice under “Top Choices.” Can you make a third choice? If so, write down the first letter of your third choice, next to the first and second.



## ***HOLLAND TYPES (Adapted from the *Self-Directed Search* by John L. Holland, Ph.D.)***

### ***Realistic (Adventuring/Producing)***

Interested in athletics, good with their hands, prefer to work with objects, machines, plants or animals rather than people. Prefer to do the job without a lot of talk or argument, do it right the first time, get to the point.

### ***Artistic (Creative)***

Interested in artistic expression. Like to work in unstructured situations using imagination and creativity. Prefer creative approach to problem-solving and planning which relies heavily on intuition and imagination.

### ***Enterprising (Influencing)***

Like to work with people in a leadership capacity—managing, performing, persuading, influencing, often for organizational or political goals or economic gain. Prefer to investigate a direct plan of action to be carried out by others. Focus on achieving the goal, not concerned with minor details. Likes to keep big picture in mind.

### ***Investigative (Analytic)***

Like to observe, learn, evaluate, or solve problems. This type is associated with scientific/academic pursuits. Prefer to analyze a problem, evaluate options and data, set a plan of action, and analyze the results.

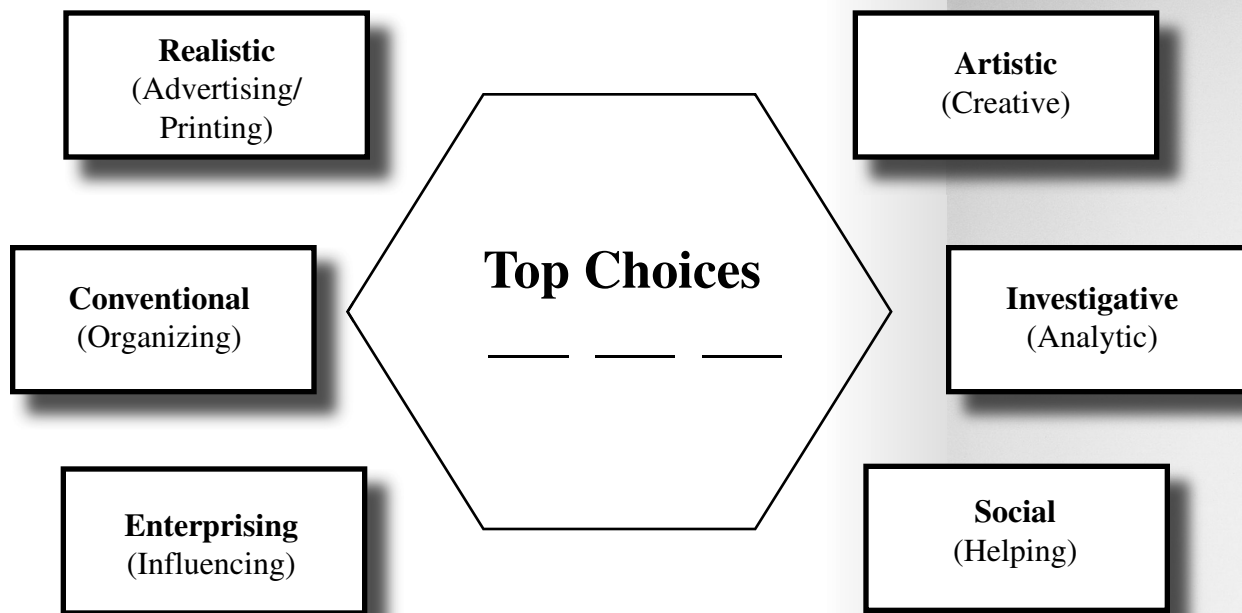
### ***Social (Helping)***

Like to work with people in some helping capacity—informing, teaching, developing, curing people. Prefer to gather data from all involved parties before generating an action plan. Will try to find equitable solutions for all concerned. Adept at networking with people.

### ***Conventional (Organizing)***

Like to work with data, numbers, more than people. Like detail, tangible products, and have little tolerance for ambiguity. Like following others; like instructions rather than being in charge. Prefer to follow a defined structured plan of action. Attentive to details. Enjoy putting all the pieces of a plan together.





Holland classifies occupations into six major groups (using 2- or 3-letter codes). These codes correlate with the interests of people in each occupation. According to this model, if you share a lot of interests with people in an occupation, you would probably prefer that occupation. Holland surmised that people would be most satisfied in work environments related to their interests. Determining your interests is only one component of making effective career choices. There's also your values, skills, and personality to consider. We encourage you see beyond the Holland model and apply what you've learned to the larger context of your life.

Indicate which interest types represent your first, second, and possible, third choices. Your top two or three choices represent your Holland code (for example: IA, or IAS)



## ***HOLLAND'S OCCUPATIONS BY CATEGORY***

### **Realistic Theme**

Mechanical/Fixing  
Electronics  
Carpentry  
Manual/Skilled Trades  
Protective Services  
Athletic/Sports  
Nature/Outdoors  
Animal Service

### **Investigative Theme**

Mathematics  
Scientific Research/Development  
Medical Science

### **Artistic Theme**

Writing  
Creative Arts  
Performing/Entertaining

### **Social Theme**

Community Service  
Educating  
Medical Service  
Religious Activities

### **Enterprising Theme**

Public Speaking  
Law/Politics  
Management/Supervision  
Sales

### **Conventional Theme**

Office Practices  
Clerical/Clerking  
Food Service

### **Realistic Theme**

Aircraft Mechanic  
Aircraft Pilot  
Animal Trainer  
Auto Mechanic  
Bus Driver  
Camera Repair Technician  
Carpenter  
Conservation Officer  
Dental Lab Technician  
Drafter  
Electrician  
Emergency Medical Technician  
Farmer/Rancher  
Firefighter  
Forest Ranger  
Hardware Store Manager  
Janitor  
Machinist  
Mail Carrier  
Military Enlisted  
Military Officer  
Musical Instrument Repairer  
Orthotist/Prosthetist  
Painter  
Park Ranger  
Pipefitter/Plumber  
Police Officer  
Printer  
Radio/TV Repairer  
Security Guard  
Sheet-Metal Worker  
Telephone Repairer  
Tool/Die Maker  
Truck Driver

### **Investigative Theme**

Biologist  
Chemist  
Chiropractor  
Computer Programmer  
Computer Scientist  
Dental Hygienist  
Dentist  
Dietitian  
Economist  
Electronic Technician  
Engineer  
Mathematician  
Math/Science Teacher  
Medical Lab Technician  
Pharmacist  
Physical Therapist  
Physician  
Psychologist  
Radiological Technician  
Respiratory Therapy Technician  
Surveyor  
Veterinarian

### **Artistic Theme**

Advertising Artist/Writer  
Advertising Executive  
Architect  
Author/Writer  
Chef  
Interior Designer  
Legal Assistant  
Librarian  
Musician  
Newspaper Reporter  
Photographer  
Piano Technician

### **Social Theme**

Athletic Trainer  
Child Care Assistant  
Cosmetologist  
Counselor-Chemical Dependency  
Elementary School Teacher  
Guidance Counselor  
Licensed Practical Nurse  
Nurse's Aide  
Occupational Therapist  
Operating Room Technician  
Registered Nurse  
Religious Leader

### **Enterprising Theme**

Barber/Hairstylist  
Buyer/Merchandiser  
Card/Gift Shop Manager  
Caterer  
Elected Public Official  
Florist  
Food Service Manager  
Hospital Administrator  
Hotel/Motel Manager  
Insurance Agent  
Lawyer  
Manufacturing Representative  
Personnel Manager  
Private Investigator  
Purchasing Agent  
Real Estate Agent  
Reservation Agent  
Restaurant Manager  
Travel Agent

### **Conventional Theme**

Accountant  
Bank Manager  
Bank Teller  
Bookkeeper  
Cafeteria Worker  
Court Reporter  
Data Input Operator  
Dental Assistant  
Executive Housekeeper  
Medical Assistant  
Pharmacy Technician  
Secretary  
Teacher's Aide  
Waiter/Waitress



## CAREER EXPLORATION

Our world is changing faster than ever before. New technologies are affecting every aspect of our lives—how we work, how we learn, how we communicate, and how we spend our spare time. With all these changes come new opportunities in education and the world of work. You have hundreds of choices available to you, so it is important to spend some time investigating the different options.

Regardless of where you are in your career decision-making process, you can start taking steps now toward finding a career that's right for you.

### *Questions you might want to think about while you explore careers:*

- What do people do in this career?
- In what type of environment do people in this career work?
- What kind and how much training is needed to enter this career?
- What are the opportunities in this career?

*For Missouri career profiles, career grades, top employing occupations and highest and lowest paying occupations, check out the Missouri Economic Research and Information Center's web page at:*

**[www.missourieconomy.org/occupations/](http://www.missourieconomy.org/occupations/)**

*Another valuable website to find state and national occupational information (profiles, wages, highest-paying, fastest-growing, declining occupations, etc.), industry information (profiles, fastest-growing, largest, declining industries, etc.), and state information (profiles and labor market links) can be found at:*

**[www.acinet.org](http://www.acinet.org)**

*One website with links to career profiles in varied industries can be found at:*

**[www.careervoyages.gov](http://www.careervoyages.gov)**



## ***WHAT'S O\*NET?***

O\*NET, the Occupational Information Network, is a comprehensive, online database of worker attributes and job characteristics. It is a timely, user-friendly resource that supports public and private sector efforts to identify workforce skills. It provides a common language for defining and describing occupations. Its flexible design also captures rapidly changing job requirements.

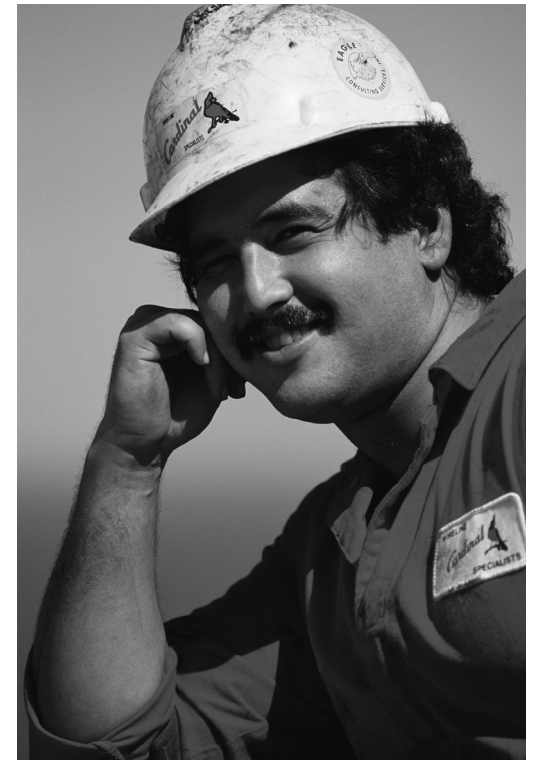
O\*NET provides the essential foundation for assisting career counseling, education, employment, and training activities. The database contains information about knowledge, skills, abilities (KSAs), interests, general work activities (GWAs), and work context. O\*NET can also show you related occupations, education requirements, and current labor market information (wages, openings and outlook).

### **O\*NET may be used to:**

- Create occupational clusters based on KSA information
- Explore job descriptions or specifications and resumes
- Assist employee training and development initiatives
- Develop and supplement assessment tools to identify worker attributes
- Create skills-match profiles
- Explore career options that capitalize on individual KSA profiles
- Improve vocational and career counseling efforts
- Develop resumes to match individuals to occupations

*Two of the more user-friendly features of O\*NET Online are the Skills Search and the Find Occupation pages which can be accessed from the O\*NET home page at:*

**<http://online.onetcenter.org/>**



## O\*NET (Continued)

There are two ways to explore **O\*NET**:

- The **Find Occupation** page includes a summary report of occupations with sections titled: Tasks, Knowledge, Skills, Abilities, Work Activities, Work Context, Job Zone, Interests, Work Styles, Work Values and Related Occupations. This page links to Wage and Employment information and America's Career Information Network, a national and state comparison of wages and employment.
- The **Skills Search** page allows users to select from a list of skills, which are then matched to occupations.

The following categories are examples of some of the options **O\*NET** allows you to explore:

**Basic Skills:** Mathematics, Writing, Reading, Listening, etc.

**Cross-Functional Skills:** Skills that transfer between tasks such as Problem Identification, Resource Management, etc.

**Generalized Work Activities:** General types of job behaviors (Organizing, Planning and Prioritizing Work, Interacting with Computers, etc.) occurring on multiple jobs.

**Interests:** Occupational types that can be connected with a worker's personal interests to indicate which occupations would be most fulfilling.

**Work Styles:** Work style characteristics that can connect what is important to a worker with occupations that reflect or develop those values, such as Initiative, Achievement, Recognition, etc.

**Work Context:** Physical and social factors that influence the nature of work, such as physical and structural work characteristics.

**Experience and Training:** "Job Zones" that distinguish the levels of education and training connected to occupations.



# *TRAINING & EDUCATION*





## TRAINING & EDUCATION

Missouri has many educational and training opportunities. Programs vary in length, location, cost, eligibility requirements and career focus – whatever your interest, Missouri has a program or school for you. Use this information as a guide only. Once you’ve found the program, school or military career right for you, search the Internet, visit career centers, network with friends and alumni, and seek out school counselors, career counselors, mentors and teachers.

### MISSOURI EDUCATION AND CAREER HOTLINK (MECH)

*For a list of educational institutions offering post-secondary education (2 & 4 year public and private schools, technical/professional schools, and private proprietary schools), visit the MECH at:*

**[www.greathires.org/mech/](http://www.greathires.org/mech/)**

Program information for each institution is listed by program name, degree type, course length, and cost information as well as an interactive map to the school location and links to each school’s individual website. Occupational career information presented includes wage data and projected employment trends by state and region.

**Also included in this site are the following searches:**

- Search for institutions by program and city name
- Search for institutions by occupation
- Search by institution name
- Search by program name

**Workforce Information by occupation:**

- Fastest growing
- Most openings

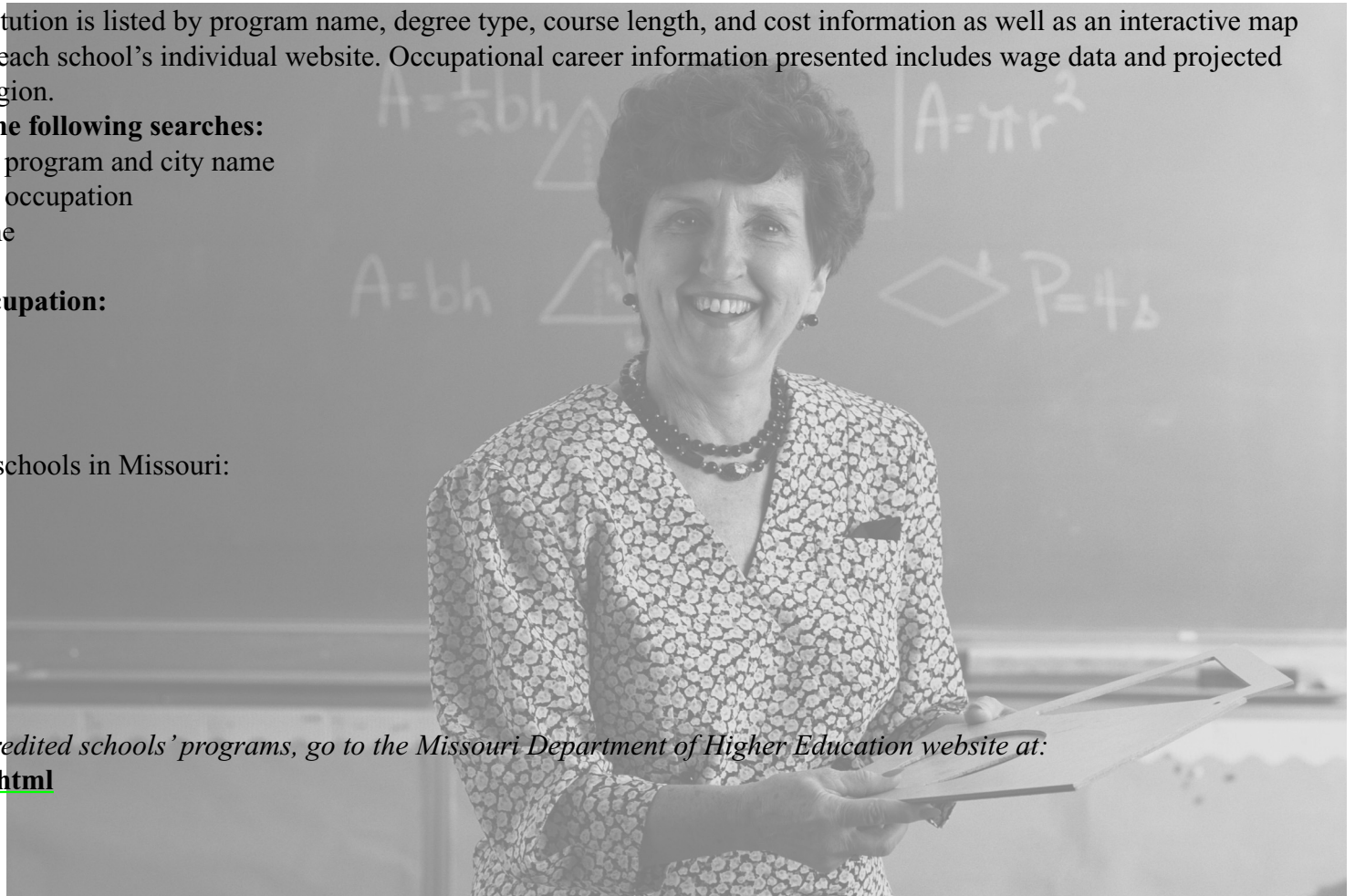
### SCHOOL TYPES

There are seven different types of schools in Missouri:

- Professional/Technical
- Independent two-year
- Independent four-year
- Public two-year
- Public four-year
- Theological
- Proprietary.

*For a complete listing of each accredited schools’ programs, go to the Missouri Department of Higher Education website at:*

**[www.dhe.mo.gov/degreesearch.shtml](http://www.dhe.mo.gov/degreesearch.shtml)**



## ***PROFESSIONAL/TECHNICAL***

These degree and non-degree granting institutions' programs are designed to prepare students for direct entry into the workforce. Missouri's professional and technical institutions have a very strong focus on health care—a field with strong growth and excellent prospects.

A.T. Still Univ. of Health Sciences  
800 West Jefferson St.  
Kirksville, MO 63501  
(866) 626-2878  
<http://www.kcom.edu>

Cleveland Chiropractic College  
6401 Rockhill Road  
Kansas City, MO 64131  
(800) 467-CCKC  
<http://www.clevelandchiropractic.edu>

Jewish Hospital College of Nursing and Allied Health  
306 South Kings Highway  
St. Louis, MO 63110  
(314) 454-7055  
<http://www.jhconah.edu>

Kansas City Art Institute  
4415 Warwick Boulevard  
Kansas City, MO 64111  
(816) 474-5224  
<http://www.kcai.edu>

Kansas City University of Medicine and Biosciences  
1750 Independence Boulevard  
Kansas City, MO 64106  
<http://www.uhs.edu>

Cox College of Nursing and Health Sciences  
1423 N. Jefferson Avenue  
Springfield, MO 65802  
(417) 269-3175  
<http://www.coxcollege.edu>

Logan College of Chiropractic  
1851 Schoettler Rd.  
Chesterfield, MO 63017-5529  
(800) 782-3344  
<http://www.logan.edu>

Ranken Technical College  
4431 Finney Avenue  
St. Louis, MO 63113  
(866) 4-RANKEN  
<http://www.ranken.edu>

Southeast Missouri Hospital College of Nursing & Health Sciences  
2001 William Street  
Cape Girardeau, MO 63701  
(573) 334-6825  
<http://www.southeastmissourihospital.com/college>

St. Louis College of Pharmacy  
4588 Parkview Place  
St. Louis, MO 63110  
(800) 2-STLCOP  
<http://www.stlcop.edu>



## ***INDEPENDENT TWO-YEAR***

These schools, known as private schools, are mainly supported by private funds and feature programs that traditionally take two years to complete.

Cotter College  
1000 W. Austin  
Nevada, MO 64772  
(417) 667-8181  
<http://www.cotter.edu>

An independent, residential, liberal arts and sciences college for women.

Wentworth Military Academy  
1880 Washington Avenue  
Lexington, MO 64067  
(800) 962-7682  
<http://www.wma1880.org>

A coed boarding military school and junior college.

## ***INDEPENDENT FOUR-YEAR***

These schools, known also as private schools, are mainly supported by private funds, whose programs traditionally take four years to complete. Missouri has some of the best independent institutions in the world, like the world-class Washington University.

Avila University  
11901 Wornall Road  
Kansas City, MO 64145  
(816) 942-8400  
<http://www.avila.edu>

Central Methodist University  
Church Street  
Fayette, MO 65248  
(877) CMU-1854  
<http://www.centralmethodist.edu>

College of The Ozarks  
Point Lookout, MO 65726  
(800) 222-0525  
<http://www.cofo.edu>

Columbia College  
1001 Rogers Street  
Columbia, MO 65216  
(573) 875-8700  
<http://www.ccis.edu>

Culver-Stockton College  
#1 College Hill  
Canton, MO 63435  
(573) 288-6000  
<http://www.culver.edu>

Drury University  
900 N. Benton Avenue  
Springfield, MO 65802  
(417) 873-7879  
<http://www.drury.edu/home>

Evangel University  
1111 N. Glenstone  
Springfield, MO 65802  
(417) 865-2815  
<http://www.evangel.edu>

Fontbonne University  
6800 Wydown Boulevard  
St. Louis, MO 63105  
(314) 862-3456  
<http://www.fontbonne.edu>

Hannibal-La Grange College  
2800 Palmyra Road  
Hannibal, MO 63401  
(573) 221-3675  
<http://www.hlg.edu/default.asp>

Lindenwood University  
209 South Kings Highway  
St. Charles, MO 63301  
(636) 949-4949  
<http://www.lindenwood.edu>

Maryville University of Saint Louis  
13550 Conway Road  
St. Louis, MO 63141  
(800) 627-9855  
<http://www.maryville.edu>

Missouri Baptist University  
12542 Conway Road  
St. Louis, MO 63141  
(314) 414-1115  
<http://www.mobap.edu>

Missouri Valley College  
P.O. Box 1000  
Marshall, MO 65340  
(660) 831-4000  
<http://www.moval.edu>

Park University  
8700 Riverpark Drive  
Parkville, MO 64152  
(816) 741-2000  
<http://www.park.edu>

Rockhurst University  
1100 Rockhurst Road  
Kansas City, MO 64110  
(816) 501-4000  
<http://www.rockhurst.edu>

Saint Louis University  
221 N. Grand Avenue  
St. Louis, MO 63103  
(800) SLU FOR U  
<http://www.slu.edu>

Southwest Baptist University  
1600 University Avenue  
Bolivar, MO 65613  
(417) 328-5281  
<http://www.sbuniv.edu>

Stephens College  
1200 E. Broadway  
Columbia, MO 65215  
(573) 422-2211  
<http://www.stephens.edu>

Washington University  
One Brookings Drive  
St. Louis, MO 63130  
(314) 935-6000  
<http://www.wustl.edu>  
Washington University's medical school  
was recently ranked No. 3 in the nation;  
the university itself tied for No. 11 by *U.S.*  
*News & World Report*.

Webster University  
470 East Lockwood  
St. Louis, MO 63119  
314) 968-6900  
<http://www.websteruniv.edu>

Westminster College  
501 Westminster Avenue  
Fulton, MO 65251  
(573) 642-3361  
<http://www.westminster-mo.edu>

William Jewell College  
500 College Hill  
Liberty, MO 64068  
(816) 781-7700  
<http://www.jewell.edu>

William Woods University  
One University Avenue  
Fulton, MO 65251  
(800) 995-3159  
<http://www.wmwoods.edu>



## ***PUBLIC TWO-YEAR***

These schools, known as community colleges, are mainly supported by public funds, whose programs traditionally take two years to complete. Linn State Technical College, although a technical school, is included in this category because of its two-year curricula.

Crowder College  
601 Laclede Avenue  
Neosho, MO 64850  
(417) 451-3223  
<http://www.crowder.edu>

East Central College  
1964 Prairie Dell Road  
Union, MO 63084  
(636) 583-5193  
<http://www.eastcentral.edu>

Jefferson College  
1000 Viking Drive  
Hillsboro, MO 63050  
(636) 797-3000  
<http://www.jeffco.edu>

Linn State Technical College  
One Technology Drive  
Linn, MO 65051  
(573) 897-5196  
<http://www.linnstate.edu>

Metro Community College  
Blue Springs  
Kansas City  
Lee's Summit  
Kansas City  
<http://www.kcmetro.cc.mo.us/>

Mineral Area College  
5270 Flat River Road  
Park Hills, MO 63601  
(573) 431-4593  
<http://www.mineralarea.edu>

Moberly Area Community College  
101 College Avenue  
Moberly, MO 65270  
(660) 263-4110  
<http://www.macc.edu>

North Central Missouri College  
1301 Main Street  
Trenton, MO 64683  
(660) 359-3948  
<http://www.ncmissouri.edu>

Ozarks Technical Community College  
1001 East Chestnut Expressway  
Springfield, MO 65802-3625  
(417) 447-7500  
<http://www.otc.edu>

Missouri State University-West Plains  
128 Garfield  
West Plains, MO 65775  
(417) 255-7255  
<http://www.missouristate.edu>

St. Charles Community College  
4601 Mid Rivers Mall Drive  
St. Peters, MO 63376  
(636) 922-8000  
<http://www.stchas.edu>

St. Louis Community College  
Florissant Valley  
Forest Park  
Meramec  
<http://www.stlcc.cc.mo.us/>

State Fair Community College  
3201 W. 16th Street  
Sedalia, MO 65301  
(314) 530-5800  
<http://www.sfcc.cc.mo.us>

Three Rivers Community College  
Three Rivers Boulevard  
Poplar Bluff, MO 63901  
(877) TRY TRCC  
<http://www.trcc.edu>



## ***PUBLIC FOUR-YEAR***

These schools are mainly supported by public funds, whose programs traditionally take four years to complete. The University of Missouri, with three campuses and its flagship in Columbia, is one of the most comprehensive and prestigious 4-years institutions in the United States and the largest in the state.

Central Missouri State University P.O. Box 800 Warrensburg, MO 64093 (660) 543-4111 <a href="http://www.cmsu.edu">http://www.cmsu.edu</a>	Missouri Western State University 4525 Downs Drive St. Joseph, MO 64507 (816) 271-4200 <a href="http://www.mwsc.edu">http://www.mwsc.edu</a>	Truman State University 100 East Normal Kirksville, MO 63501 (660) 785-4000 <a href="http://www.truman.edu">http://www.truman.edu</a>	University of Missouri-St. Louis 8001 Natural Bridge Road St. Louis, MO 63121 (314) 516-5000 <a href="http://www.umsu.edu">http://www.umsu.edu</a>
Harris-Stowe State University 3026 Laclede Avenue St. Louis, MO 63103 (314) 340-3300 <a href="http://www.hssc.edu">http://www.hssc.edu</a>	Northwest Missouri State University 800 University Drive Maryville, MO 64468 (800) 633-1175 <a href="http://www.nwmissouri.edu">http://www.nwmissouri.edu</a>	University of Missouri-Columbia 105 Jesse Hall Columbia, MO 65211 (573) 882-2121 <a href="http://www.missouri.edu">http://www.missouri.edu</a>	
Lincoln University 820 Chestnut Jefferson City, MO 65101 (800) 521-5052 <a href="http://www.lincolnu.edu">http://www.lincolnu.edu</a>	Southeast Missouri State University One University Plaza Cape Girardeau, MO 63701 (573) 651-2000 <a href="http://www.semo.edu">http://www.semo.edu</a>	University of Missouri-Kansas City 5100 Rockhill Road Kansas City, MO 64110 (816) 235-1000 <a href="http://www.umkc.edu">http://www.umkc.edu</a>	
Missouri Southern St. Univ.-Joplin 3950 E. Newman Road Joplin, MO 64801 (866) 818-6778 <a href="http://www.mssu.edu">http://www.mssu.edu</a>	Missouri State University 901 South National Avenue Springfield, MO 65897 (417) 836-5000 <a href="http://www.missouristate.edu">http://www.missouristate.edu</a>	University of Missouri-Rolla 206 Parker Hall Rolla, MO 65409 (573) 341-4111 <a href="http://www.umsr.edu">http://www.umsr.edu</a>	

## ***THEOLOGICAL/PROPRIETARY***

Theological schools, usually private, feature programs focusing on religion or religious studies. There are over 150 privately owned and controlled schools and out-of-state institutions in Missouri. Courses of study range from taxes and taxidermy to aviation and auctioneering. Also known as private career schools, many of these schools offer degree or less than degree level programs.

*For complete listings, go to:*

<http://www.dhe.mo.gov/degreeesearch.shtml>



## ***CAREER TECHNICAL***

These institutions typically offer career-oriented coursework and enable students to earn a certificate of completion during a six-18 month time frame. Much of the instruction in these types of schools is hands on and you will enjoy the benefit of a small class with plenty of individual attention. Certificates can be earned in numerous fields including truck driving, auto mechanics, electricians, paralegals, computer programming and heavy machinery operators, to name a few. In addition to accelerated programs, a wide variety of career paths and individual attention, most career technical schools are much less costly than other higher education options.

*For a list of career technical schools, visit the Missouri Department of Elementary and Secondary Education website at:*  
**[http://dese.mo.gov/links/School Home Pages/Career Technical Schools/](http://dese.mo.gov/links/School_Home_Pages/Career_Technical_Schools/)**

## ***APPRENTICESHIPS***

An apprenticeship program is a sound alternative to a four-year degree, especially if you're unsure about college. Apprenticeships offer the best of both worlds – paid work experience and related technical instruction. It's a chance to learn a skilled profession and increase your knowledge and skills while earning a good wage.

Through an apprenticeship, you can gain skills in well-paid occupations like:

**Carpenter    Tool & Die Maker    Bricklayer    Electrician    Firefighter    Chef**

**Machinist    Communications Operator    Truck Driver    Construction Worker**

After completing an apprenticeship, you will not only know the industry, your wages will be proportionate to your newly acquired workplace skills. As your skills increase, your wages and marketability will increase accordingly. Investigate the industry you'd like to apprentice with. You'd be surprised how many offer apprenticeships.





## *Apprenticeship Resources*

- Registered Apprentice Program

*The U.S. Department of Labor's Registered Apprenticeship website offers contacts, links and tools for individuals interested in pursuing an apprenticeship.*

**[www.doleta.gov/atels-bat](http://www.doleta.gov/atels-bat)**

- Great Hires

*Missouri's on-line job resource offers apprenticeship opportunities.*

**[www.greathires.org/mech/owa/dese.site?x\\_mts=867](http://www.greathires.org/mech/owa/dese.site?x_mts=867)**

- XPDNC Labor Directory

*Features international apprenticeship links.*

**[www.xpdnc.com/links/apprent.html](http://www.xpdnc.com/links/apprent.html)**

## ***GED***

Many people who did not finish high school have knowledge and skills comparable to people who did graduate. The GED (General Educational Development) test is a battery of five multiple-choice tests that ask questions about subjects covered in high school. The exam covers reading, mathematics, social studies, science and writing skills. The writing skills portion includes a 200-word essay. The exam takes about seven hours to complete.

Most colleges and employers accept a GED certificate as being equivalent to a high school diploma. The GED test is given throughout Missouri, and each year more than 10,000 Missouri residents earn their GED.

*Only those who are at least 16 years old and no longer enrolled in high school are eligible to take the GED test.*

[http://dese.mo.gov/divcareered/ged\\_index.htm](http://dese.mo.gov/divcareered/ged_index.htm)

### ***GED Facts***

- One out of every seven people who receive high school diplomas each year earns that diploma by passing the GED tests.
- Ninety percent of colleges and universities recognize the GED. Passing the GED tests puts a person in the upper 25th percentile in terms of class rank, and lets colleges know the person has the skills and knowledge equivalent to applicants from traditional high schools.
- More than 95 percent of employers nationwide employ GED graduates on the same basis as high school graduates in terms of hiring, salary, and opportunity for advancement.
- Sixty-five percent of GED test-takers plan to enter college, a university, trade or technical school, or business school during the next year.
- The average age of persons taking the GED tests is 24.7 years old.

## ***ADULT EDUCATION & LITERACY***

Adult Education & Literacy instruction is designed to teach persons 16 years of age or older to read and write English and to substantially raise their educational level.

The purpose of the program is to expand the educational opportunities for adults and to establish programs that will enable all adults to acquire the basic skills necessary to function in society, allowing them to secure training to become more employable, productive and responsible citizens. This type of instruction will allow adults to continue their education through completion of secondary school.

*The contact information for each of the 43 Missouri Adult Education Programs can be found at:*

[http://dese.mo.gov/divcareered/acl\\_mo\\_program.htm](http://dese.mo.gov/divcareered/acl_mo_program.htm)

## ***MILITARY***

The military can provide numerous occupational options for those who do not wish to enter higher education or the civilian workforce immediately. The military can provide you with highly valuable, real-world, hands-on training and instruction in careers ranging from computer programming to pharmacology. Joining the military may also provide you with travel opportunities and international experience. If you're looking for ways to afford an education, Uncle Sam can help. Being a member of the United States armed forces entitles you to job training, 100% tuition reimbursement, continuing education, financial aid, loan repayment, health care, retirement and a host of other benefits.

### ***Air Force***

The US Air Force offers more than a hundred jobs, from pilot to engineer, doctor and nurse. Like all branches of the Armed Forces, the Air Force provides you with real-life work experience and advances your education, whether you're in high school or already in college. The Community College of the Air Force is the only degree-granting institution of higher learning in the world dedicated exclusively to enlisted people – leading to a job-related, two-year Associate in Applied Science degree.

[www.airforce.com](http://www.airforce.com)

### ***Army***

What career paths does the Army offer? Administration and support, combat, computers and technology, intelligence and combat support, legal and law enforcement, mechanics, medical and emergency, transportation and aviation, even training as a broadcast technician, graphic designer, translator, journalist or musician. The US Army offers programs to help you pay for college, pay off existing student loans while enlisted, attend one of over 1,600 community colleges and four-year universities during army service, even go to a virtual college while enlisted, at eArmyU.

[www.goarmy.com](http://www.goarmy.com)

### ***Coast Guard***

With careers in communications, maritime operations, electronics, engine maintenance, aviation mechanics, the Coast Guard can help defray the cost of a career education through the Montgomery GI Bill or the College Student Pre-Commissioning Initiative, a scholarship program for college sophomores. The Initiative provides full payment of school tuition, fees, textbooks, a \$2,000 monthly salary, medical insurance and other benefits during a student's junior and senior year of college.

[www.gocoastguard.com](http://www.gocoastguard.com)

### ***Marine Corps***

The Marine Corps College Fund, in combination with the Montgomery GI Bill, provides almost all funding necessary for a college education. The Corps also offers the Service Members Opportunity Colleges degree program for active duty members. The website lets you select your current educational status – high school student or graduate, college student or graduate—to see the available occupations.

[www.marines.com](http://www.marines.com)

### ***Navy***

What's a sailor? These days, a nuclear propulsion officer, avionics specialist, nurse, etc. The navy has several education programs and benefits, including more than \$15,000 for the Navy College Fund, the Service Members Opportunity Colleges degree program, the Navy College Program for Afloat College Education and the Navy College Assistance/Student Headstart (CASH) program, which offers full pay and benefits while attending college. The Navy's site also lets you tailor occupation to education.

[www.navyjobs.com](http://www.navyjobs.com)

## ***FINANCING***

*Financing your education need not involve working three jobs or overtime for years. Numerous federal, state and private programs offer outright grants, loans, tuition assistance and work-study programs. The programs listed below are only a sample; chances are there's assistance whatever your age, background or interest. Look into any financial aid carefully; state and federal student financial aid amounts can change. For more, go to the Career OneStop Financial Aid Center at:*

**<http://www.careeronestop.org/FINANCIAL/FinancialAidHome.asp>**

*The U.S. Department of Education lets users apply online for financial aid on the Free Application for Federal Student Aid (FAFSA) website at:*  
**<http://www.fafsa.ed.gov/>**

*Another great resource for student scholarships is the **Broke Scholar** website. Members of this free service can search and apply to 650,000 scholarships totaling billions of scholarship and grant dollars. Fill out the personal profile and they can match your profile to scholarships that apply specifically to you. **Broke Scholar** can be found at:*

**<http://brokescholar.com/>**

Additional financial grant, loan and scholarship programs are listed below.

### **FEDERAL PELL GRANT PROGRAM**

A nationwide, federal program. Funding varies.

### **FEDERAL PERKINS LOANS**

Must be Missouri resident and enrolled full-time in approved Missouri school; up to \$40,000.

### **MISSOURI COLLEGE GUARANTEE**

A need-based program for Missouri residents; award based on University of Missouri fees.

### **FEDERAL PLUS LOANS FOR PARENTS**

Loans for parents not to exceed 10 percent. No limit, but loan may not exceed cost of attendance.

### **SUBSIDIZED FEDERAL STAFFORD LOAN**

Enables students and their families to borrow low-interest loans directly from approved lending institutions. Maximum \$2,625 for freshman year, \$3,500 for sophomore, \$5,500 for junior and senior. Federal government pays interest.

### **UNSUBSIDIZED FEDERAL STAFFORD**

Same as subsidized, but borrower pays interest.

### **CHARLES GALLAGHER STUDENT FINANCIAL ASSISTANCE PROGRAM**

For Missouri residents. Up to \$1,500.

### **MISSOURI TEACHER EDUCATION SCHOLARSHIP PROGRAM**

Must be Missouri resident. One-time scholarship of \$2,000 for students who choose teaching careers only.

**MISSOURI HIGHER EDUCATION ACADEMIC SCHOLARSHIP PROGRAM** \$2,000 merit award for top 3% of Missouri students based on American College Test (ACT) or the Scholastic Aptitude Test (SAT) scores.

### **MARGUERITE ROSS BARNETT MEMORIAL SCHOLARSHIP**

Scholarship for employed students; amount varies.

### **MISSOURI SAVINGS FOR TUITION (MOST) PROGRAM**

State- and Federal tax-deferred college savings program. Anyone - parent, grandparent, relative – can open and contribute to a MOST account. \$8,000 annual maximum, lifetime account maximum of \$235,000.

### **FEDERAL SUPPLEMENTAL EDUCATIONAL OPPORTUNITY GRANTS**

For undergraduates who can demonstrate exceptional financial need. Gives priority to students who receive Federal Pell Grants. Up to \$4,000.

### **FEDERAL COLLEGE WORK-STUDY PROGRAM**

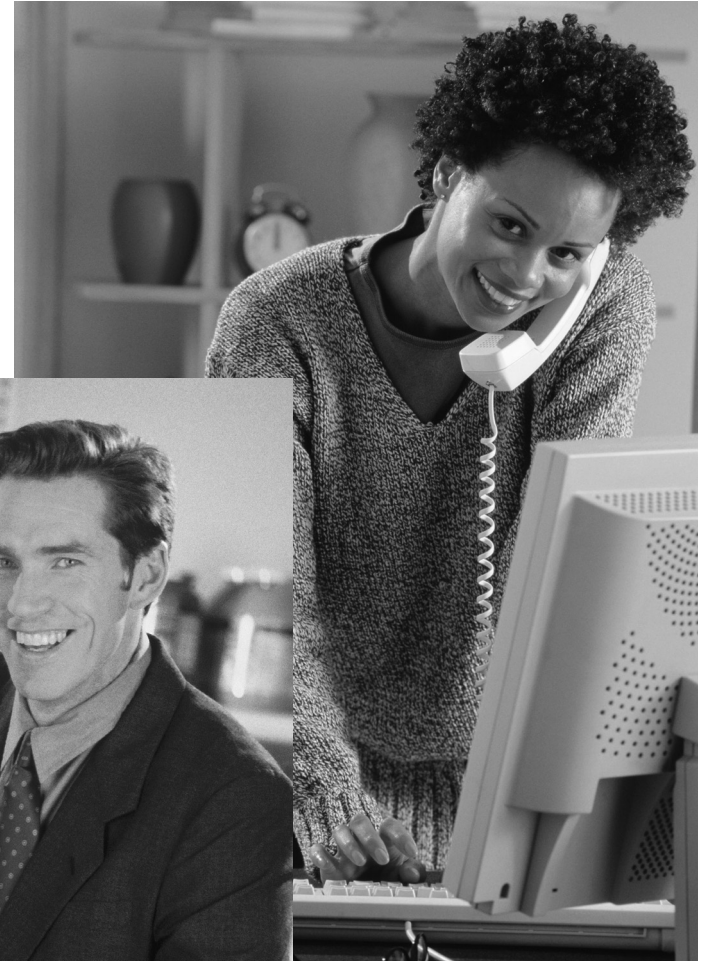
Provides jobs for undergraduate and graduate students. Wage varies, but must be at least minimum wage.







***GET THE JOB!***



## GET THE JOB!



In this section, you'll learn valuable tips for boosting your resume or writing one for the first time, the art of filling out an application, how to write a cover letter that demands attention, successful job hunting tips (hint: most jobs never make the papers), how to job shadow and network, what an information interview is and how to make it work for you, and how to wow 'em during an interview. Good luck! You're on your way into the working world.

*One of the more valuable resources for Missouri job seekers is Great Hires, Missouri's Workforce Resource. Find the following resources at:*

**[www.greathires.org](http://www.greathires.org)**

You can access thousands of Missouri jobs with job matches based on skills as well as job titles; job market search feature to find openings by title, skill set, field of study, or zip code; personal home page to store searches, position descriptions, and communication with businesses; and on-line unemployment insurance claim reporting (available in Missouri Career Centers). All greathires.org users can receive personal assistance from staff at Missouri Career Centers. Find your local Missouri Career Center by clicking on the "Missouri Career Center" logo of the website or by calling **1-888-728-JOBS**. There is a list of Career Centers later in this section. Other good resources include **[www.careeronestop.org](http://www.careeronestop.org)** and America's Job Bank, **[www.ajb.org](http://www.ajb.org)**

## RESUME TIPS

*You should use a resume because:*

- It introduces you to the employer and creates the first impression.
- It helps set you apart from the crowd in the interview screening process.
- It jump-starts the process of selling you to prospective employers.
- It summarizes your qualifications and experience.

*Things to keep in mind when creating a resume on-line:*

- Have your personal information organized before you begin entering data.
- Review your electronic resume for spelling errors or incorrect entries.
- If you are using a personal computer in a resource room of a one-stop career center, a public school or public library, there will be someone there to assist you with questions.

*What information should I include?*

**Personal Data:** Include your name, permanent and present addresses, phone numbers and e-mail address.

**Education and Training:** List most recent schools and training. College graduates should list the degree, major and minor areas of study.

**Work Experience:** Cite experience relevant to the job you are seeking.

**School or Community Activities:** Include leadership positions you have held.

**References:** The preferred method is to list your references' name, titles, addresses and phone numbers on the resume, cover letter or on a separate sheet. Don't say "Available on Request."

**Miscellaneous:** Include information such as military service, special skills or knowledge, or membership in professional organizations.



## *There are two ways to organize your resume:*

1. **Skill-Based Method:** Emphasizes skills and abilities gained in previous jobs, activities and accomplishments. Divides qualifications into major functions and provides a brief listing of jobs and dates held.
2. **Reverse-Chronological Method:** Arranges work experience according to date. Highlights a strong work history for someone with experience.

## *The Skill-Based Method*

Joe E. Applicant  
5408 Anywhere Drive  
Jefferson City, MO 65109  
Phone: (573) 893-0001  
E-mail address: applicant@here.now

### *OBJECTIVE*

Seeking a career opportunity in transportation offering travel, advancement and change.

### **EXPERIENCE**

**Truck Driving:** Four years' experience in over-the-road truck driving. Responsible for loading and unloading the trailer. Inspected and prepared trucks for road trips. Fueled and cleaned the trucks. Kept daily logs.

**Cross Country Truck Lines-** Hauled grain and steel across the United States. 5/04 - Present

**XL Refrigerator Lines-** Transported beef sides in eastern United States. 12/01 -2/04

**Machining:** Five years' experience operating machines in a factory setting.

**M & M Machine-** Set-up and operated automatic screw machines. Read blueprints and assisted in keeping tolerances to within +/- .0001 inch. Checked work using precision measuring instruments. Trained employees on machine operations. 5/99-11/01

**Waterloo Machine Shop-** Drilled and bored holes with a radial drill press. Laid out blueprints on steel sheets prior to cutting steel patterns. Kept work area clean. 10/96-3/99

**Construction:** Seven years' experience in the construction trades.

**ABC Construction-** Estimate and bid jobs. Set forms, poured and finished concrete for riverways, foundations, steps and patios. 7/93- 10/99

**XYZ Building and Supply-** Waited on customers and assisted them in selecting home improvement materials. Operated a cash register. Knowledgeable about building material products. 3/92-7/93

### **EDUCATION:**

Valley Community College, Topeka KS  
Blue Hills Technical Center, Canton MA

Machinist Certificate 5/00  
Mechanic Certificate 6/01

# The Reverse-Chronological Method

Joe E Applicant  
5408 Anywhere Drive  
Jefferson City, MO 65109  
USA

Home Phone: (573) 893-0001  
Cell Phone: (573) 751-2240  
E-mail: applicant@here.now

## Objective:

Seeking a career opportunity in transportation that offers travel, advancement and change.

## Employment History:

Cross Country Truck Lines  
5666 Cherry Lane  
Cheyenne, WY 87567  
5/04 - Present

Grain and Steel Transporter

Hauled grain and steel across the U.S.

XL Refrigerator Lines  
2858 Mill Drive  
Boston, MA 26547  
12/01 - 2/04

Beef Side Transporter

Transported beef sides in eastern U.S.

M & M Machine  
9090 River Rd.  
Topeka, KS 60578  
5/99 - 11/01

Machinist

Set up and operated screw machines.

Trained new employees on machine operation.

## Education, Licenses and Certificates:

Valley Community College  
Topeka KS

Machinist Certificate 5/00

Blue Hills Technical Center  
Canton MA

Mechanic Certificate 6/01

## Awards

Employee of the Month, Cross Country Truck Lines 11/04 and M & M Machine 6/01

## References

Gil Mechnic, Jr.  
1919 Robot Way  
Columbia, MO 65203  
(573) 111-1111  
mechnic@here.now

Harry B. Truckner  
12 Mack Way  
Taos, MO 61111  
(573) 111-1111  
hbtruckner@here.now

## Resume Checklist

### Did you:

- \_\_\_ Emphasize your assets; show how your skills meet the employer's needs?
- \_\_\_ Write in a truthful, clear and concise manner?
- \_\_\_ Say what you wanted to say?
- \_\_\_ Use action verbs?
- \_\_\_ Outline your work history, education, references, etc. on one to two pages?
- \_\_\_ Write your resume in a business-like way?
- \_\_\_ Proof for typing, grammatical and spelling errors?
- \_\_\_ Rewrite the resume several times?
- \_\_\_ Print your resume on high-quality paper for a professional image?
- \_\_\_ Include only relevant information?
- \_\_\_ Check phone numbers, addresses, and e-mail addresses?

### A resume should be:

- Brief: The older you are, the longer it will be. Try to keep it short anyway!
- Clear: Use simple statements.
- Neat: Well typed or printed.
- Honest: 80 percent of employers verify resumes.

*Resources: Ready to Go Resume, Yana Parker*

## APPLICATIONS

A potential employer asks you to fill out a job application. You take it as a sign that the company is interested in you, so you eagerly comply. But as you start filling out the job application, you realize that the extra resumes you brought don't include your former employers' addresses and phone numbers, as resumes typically don't. Until now, you haven't had to recall the street number of the residence where you lived six years ago, so you draw a blank. You can remember your references' names, but not their business phone numbers. You start to get nervous and can't even remember the grade point average you were so proud of ten years ago. So, you have to sheepishly ask if you can take the job application home, like some school kid who didn't do his homework.

Employers are usually in a hurry to fill vacant positions, because the longer it takes, the more it costs them. If they're interested in hiring you, they want to get the ball rolling right away with plenty of leeway for completing paperwork, including time-consuming background, credit and reference checks.

Remember that your resume is only a calling card. Employers often want you to fill out a job application on the day of your first round of interviews, because that's what they really need to start the ball rolling. So one of the worst things you can do is to turn in an incomplete job application or delay the process by asking to take it home. Don't get beat by competing candidates. *Source: [www.about.com](http://www.about.com), Careers, Job Searching*

### *Here are some tips for successfully completing an application*

1. Read directions before you write.
2. Be prepared. Take all the information you might need with you:
  - Dates and addresses of all last work experience (paid and volunteer)
  - Names and addresses of schools attended and references
  - License numbers, social security number, health card, etc.
  - Resume
3. Print neatly. Make sure spelling and grammar is correct. Take two copies of the application, just in case you make a mistake. Be absolutely sure that your writing is legible.
4. Answer all items or explain any items left blank.
5. Include any and all skills that apply to this job (including hobbies, clubs, volunteer work, etc.).
6. Pitch your skills and experience to match what you think the employer is looking for. Don't sell yourself short; include information that would give the employer a better picture of your special talents and skills.
7. If there are problems or questions about your health, legal status, or reasons for leaving school or jobs, try to be as positive as possible and leave long explanations for the interview. Be prepared to deal with the questions later.
8. Take your own pen! Black ink only. Don't assume the company stocks pens.
9. Have someone proofread your application if at all possible.
10. *Take the time to do it right.* Work quickly and efficiently, make sure all information is complete and correct, then hand it in.

You can find some sample job applications at: <http://www.nhlink.net/employe/example.htm>

Another excellent application resource can be found at: <http://jobsearchtech.about.com/od/interview/l/aa041000.htm>



## COVER LETTERS

Send a cover letter whenever you send a resume.

### *A cover letter:*

- Explains why you are sending your resume.
- Gets the employer interested in your resume.
- Targets the resume to a specific position or career field.

### *What should I include?*

Cover letters are clear and concise. They usually have three to four paragraphs consisting of the opening, the body and the closing.

### *The opening*

- State why you are writing.
- Indicate the position you would like to apply for and how you learned of the opening.
- Get the employer's interest by touching on your skills.

### *The body*

- Don't repeat all of the information in your resume.
- Direct the employer's attention to the skills that make you right for the job.
- Point out what you can contribute to the company, not what you want from them.
- Mention that your resume is attached for more details.

### *The closing*

- Indicate that you look forward to meeting the employer.
- Take the initiative and let the employer know how and when you will contact him or her to set up an appointment.
- Use phrases like "get together" or "meet with you" instead of "interview."

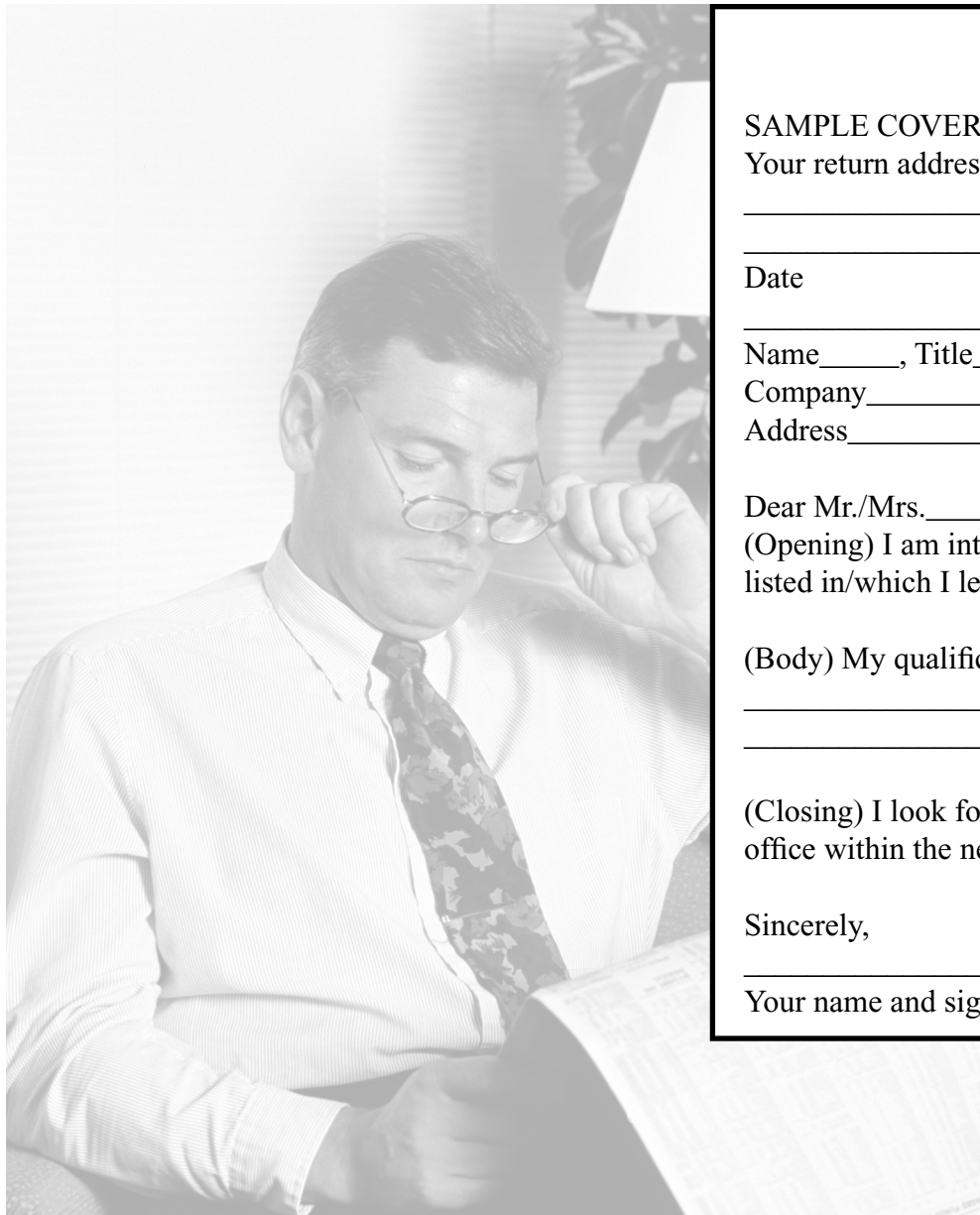
### *Cover Letter Checklist*

#### **Have you:**

- ☐ Included your complete return address, phone number, and e-mail address?
- ☐ Chosen appropriate salutations (Dear Mr./Ms./Mrs.)?
- ☐ Chosen a business-like format?
- ☐ Written an introductory paragraph that grabs attention?
- ☐ Highlighted key strengths and abilities?
- ☐ Demonstrated how your abilities would be a valuable asset to the company?
- ☐ Stated your relevant education and experience?
- ☐ Proofread for typing, grammatical and spelling errors?

*Resource: The Perfect Cover Letter, Richard H. Beatty, 1989, John Wiley & Sons, Inc.*





## SAMPLE COVER LETTER FORMAT

Your return address

\_\_\_\_\_  
\_\_\_\_\_

Date

\_\_\_\_\_  
Name\_\_\_\_\_, Title\_\_\_\_\_

Company\_\_\_\_\_

Address\_\_\_\_\_

Dear Mr./Mrs.\_\_\_\_\_:

(Opening) I am interested in applying for the position of \_\_\_\_\_, which was listed in/which I learned from \_\_\_\_\_.

(Body) My qualifications for the position include \_\_\_\_\_

\_\_\_\_\_. My enclosed resume includes further details.

(Closing) I look forward to meeting with you to discuss my qualifications. I will call your office within the next week to confirm a convenient day and time.

Sincerely,

\_\_\_\_\_  
Your name and signature

## ***JOB HUNTING***

Hunting for a job is a difficult process. Finding the ideal job is up to you. The **traditional** job-hunting approach involves looking in newspaper want ads, searching through help-wanted notices on bulletin boards, going to employment agencies and applying for available jobs at personnel departments. The key component is that you are reacting to a publicly offered job. With the nontraditional or **active** job-hunting strategy, you do not wait until there is a job opening but use techniques that lead you to jobs before they are ever publicly announced. When you're proactive sometimes a new job may be created for you.

### ***Active Job Hunting Top Ten***

1. The best jobs go to the best job hunters and not necessarily to the most qualified people.
2. Thinking is vital to your finding a good job—your fears and anxiety about finding work may keep you from thinking.
3. People hire you because you have something to give to them, not because you need a job.
4. Ask potential employers and job contacts for advice. They love it. Ask for their advice about positions, companies and opportunities. Do not ask for a job.
5. Going strictly by the book is only likely to get you in the book and not the job. Think of new and creative solutions to an employer's problems or to your job hunt.
6. Use the Internet and telephone. These are fast ways to get enormous amounts of relevant information. Never ask for a job over the phone.
7. Resumes can be like junk mail. Do not rely on the resume as your only method of finding a job.
8. Learn to speak the language. Each field has words and phrases with special meaning.
9. A word of advice about personnel offices and employment agencies: they see many people looking for jobs, so their goal becomes screening people out, not in. Employment agencies never work as hard for you or care as much about your job search as you do.
10. The person at the top may be waiting for you. You will probably be rejected many times. However, the president, department head, chief executive officer or owner may be willing to talk directly to you about a future position.

### ***Traditional Approach Versus Active Approach***

#### **Traditional**

##### ***Advantages***

- It provides a familiar structure.
- Applicants who look good on paper have an edge.
- People with interests and skills that fit standard positions have an edge.

##### ***Disadvantages***

- Less than 50 percent of jobs are obtained this way.
- The emphasis is on fitting a person to a job, not a job to a person.
- People wanting to make a career change or transfer skills to other areas are often overlooked.
- People seeking to blend skills rarely find positions this way.

#### **Active**

##### ***Advantages***

- Allows you to find unadvertised jobs.
- De-emphasizes comparison with others, highlights your unique skills.
- Allows you to find out a lot about the potential employer.
- Allows you to create a job using your unique skills.

##### ***Disadvantages***

- It is an unfamiliar approach for many job seekers.
- It requires time and energy.
- It requires assertiveness and a take-charge attitude that some find difficult.

## ***Seven New Rules of the Working World***

1. **Be a Jack/Jill of All Trades-** The most employable worker is the multi-skilled, versatile worker.
2. **Get an Edge and Keep it Sharp-** Identify what you do best and continuously strive to improve upon and upgrade your skills.
3. **There Is No “I” in Team-** Today’s workforce is a partnership of employees who can interact with each other and apply their individual strengths for the good of all.
4. **Born to be Wired-** There is no substitute for computer and technology skills.
5. **Watch Your Language!-** The ability to express yourself clearly and precisely is one of the skills employers value the most.
6. **May I Help You?-** The ability to maintain good customer relations is one of the most sought-after skills in any business.
7. **Networking Works-** You will always benefit from building a relationship with people both inside and outside the workplace.

*Source: Connecticut Career Resource Network*

## ***JOB SHADOWING***

### ***What is job shadowing?***

Job shadowing is a temporary, unpaid exposure to the workplace in an occupational area of interest. You’ll witness firsthand the work environment, skills, the value of professional training and potential career options. Job shadowing is designed to increase career awareness, help model your career through example and reinforce the link between learning and work requirements. Job shadowing is limited because you can only observe. Direct work experience, responsibility and skills are not acquired.

### ***Where do you shadow?***

Almost any workplace is a potential job shadowing site. Check out the programs through your current or future school, but be aware that safety or security regulations may prohibit job shadowing in some industries.

*For more information on job shadowing, go to:*

[www.jobshadow.org](http://www.jobshadow.org)



## ***NETWORKING***

Did you know that 80 percent of all job openings never reach the general public? Most people find jobs by directly contacting an employer or by word-of-mouth. It is not luck. There are definite strategies job seekers can use to tap into the hidden job market. Successful job hunters learn to develop their own job leads. They make contacts with employers before positions become available. They also use whatever contacts they have to learn of prospective openings. They work at developing new ones, too—that's networking. Keep in mind networking requires time, energy and planning.

**Start by contacting people you already know.** Your friends, family, neighbors and co-workers can all be part of your initial network. Don't hesitate to let people know you are job hunting; it is part of the job search process.

**Give your contacts adequate information.** Specify your skills, qualifications and the type of job you are pursuing. Give everyone a copy of your resume.

**Expand your networking contacts.** Networking is not limited to job leads. Your contacts can provide useful information about businesses and industries and referrals to people in your field. It is up to you to follow through on information you are given. Try to talk with the people who hire. As your network expands, the prospect of finding a job increases.

**Keep records of your networking.** Record the names of the people you contact and the information they provide. An index card filing system provides organization and a visual reminder of your progress.

**Follow up as you establish your network.** Maintain contact with people in your network. Remind them that you are still committed to your job search. Let them know of your progress. If someone is helpful, write a thank you note.

**Be aware of the impression you make.** Treat everyone with courtesy and respect. First impressions count. Never be rude, and never try to pressure anyone into finding you a job. Go over what you want to say beforehand if you are nervous. Always express your appreciation to anyone who takes the time to speak with you.

Adapted from *Job Hunting: A Self-Directed Guide* by Lauren Collins and Charlie Mitchell.

### ***Ten Networking Tips***

(Adapted from *Networking* by Mary Scott Welch.)

1. Do give as much as you get.
2. Don't be afraid to ask. Use your network!
3. Don't ignore your obvious networks: friends, family, clubs, church.
4. Do report back to the network or individual about your progress.
5. Do follow up on leads.
6. Don't expect your network to function as a placement office.
7. Don't be discouraged if someone brushes you off.
8. Do refine your questions so that people can respond.
9. Do keep expanding your network.
10. Do accept advice when you've asked for it - avoid the "yes but" response.

## *Examples of Networking Techniques*

“I’m looking for an entry level job in events management -- Do you know anyone who is working as a convention planner or events manager? Do you know anyone who works for X company or Y company? Can you give me their name and telephone number? May I say that I got his/her name from you?”

“Hello, Mr. Wise, my name is Bill Wynn. Martha Pabon suggested I speak to you about a career change I’m considering. I was a financial analyst with Mammoth Bank for seven years. Since their merger, I’ve been exploring options in finance and accounting. I’d like to meet with you next week for about 20 to 30 minutes to get any advice you have to offer. Would Tuesday morning be convenient?”

### ***Maintaining Your Momentum***

**Find ways to handle stress.** Job hunting is energy draining, nerve-racking and frustrating. Too much stress can cause fatigue, feelings of helplessness or burnout. When you feel stressed, take time to renew yourself through a favorite activity or hobby. Alcohol or drugs won’t help. Exercise is a great stress reliever. Eat well, too. You will be able to return to your job search energized and confident.

**Develop a support group.** There may be times during the job search when you feel discouraged and down on yourself. Find at least two people who support your goals and with whom you feel comfortable talking. When you are discouraged, call these people and share your progress.

**Set realistic short-term goals.** Focusing only on your major goal can be overwhelming. Break your job search down into a series of small steps. This will help you monitor your progress, make your efforts more efficient and provide a sense of satisfaction as you complete each task. If your major goal is to find a job within the next three months, your short-term goal could be to contact at least three employers this week.

**Avoid stops and starts.** Putting continuous effort into your job search is better than an on-again, off-again job search. Many job hunters focus all their attention on one job lead. If rejected, they don’t do any job hunting until the next big lead comes along. This style is not good because it puts too much emphasis on one job. Effective job hunters always look for job leads.

**Learn to cope with rejection.** Rejection is part of life. For every positive response, you will receive a number of negative responses. Receptionists may be unhelpful, personnel directors may not return calls, companies may insist they cannot use you. Don’t take it personally.

**Do not procrastinate.** If you are procrastinating writing your resume or calling employers, do something to get yourself going. If you are a procrastinator by nature, now is the time to overcome a bad habit. There are a number of self-help books on procrastination available at libraries and bookstores.

**Reassess your job-search progress.** Occasionally reassess your goals and your general progress. Are there unforeseen obstacles? Do certain skills need improvement? Do you need more information? You may need to adjust your goals or take new measures to meet them. Seek assistance, advice and suggestions when needed. An obstacle need not end your job search.



# ***INFORMATION INTERVIEWING***

## ***What is an information interview?***

It's the process of gathering information through contacts. The most successful job hunters spend time talking to people and actively listening in various businesses and organizations before seeking job interviews.

## ***Information interviewing may help you:***

- Tap into a valuable source of career information.
- Gain a better idea of how your experiences can fit specific industries or fields.
- Learn firsthand what type of work environment different jobs offer.
- Decide what you want to do.
- Target your job search and market your skills effectively to employers.
- Build confidence in approaching others.

## ***Where to begin?***

- Chambers of Commerce often provide listings of area businesses
- Area Extension specialists
- Educators
- Guidance counselors
- Community workers
- Telephone directories
- Internet

## ***What are some typical questions?***

- What is a typical day like for you?
- What do you like least/most about your job?
- What types of changes are occurring in your field?
- How did you get into this type of work?
- What is your background?
- What types of skills or training are needed for this job?
- What type of advancement opportunities does this company offer?
- How do salaries in this field compare with other fields?
- What suggestions do you have for someone who is interested in this type of work?
- Whom do you suggest I talk to for further information?
- May I use your name in contacting them?

## ***Guidelines for an information interview***

1. Your primary goal is to gather information, not to develop job leads.
2. Talk with the everyday people who are doing the type of work you might like to do.
3. Review what is available on the Web or in print about a particular career, company, organization or business before you interview others.
4. Ask for an appointment ahead of time.
5. Get permission to use someone's name when making contacts.
6. Keep records of the information you receive.
7. Send a thank-you note after the interview.

## ***Other references:***

Stoodley, Martha. *Information Interviewing: What it is and How to Use it in Your Career.*

## ***Eight Keys to Being a Valued Worker***

### **1. Personal Values**

#### ***Valued Workers:***

- Are honest
- Are motivated
- Have personal and career goals
- Have a positive self-image
- Reach beyond personal limitations
- Exhibit a good attitude

### **2. Problem-Solving/Decision-Making Skills**

#### ***Valued Workers:***

- Are flexible
- Are creative and innovative
- Can reason and make objective judgments
- Adapt to change
- Plan and organize work

### **3. Relations with Other People**

#### ***Valued Workers:***

- Are team workers
- Are friendly
- Are cooperative
- Are tactful
- Have leadership qualities
- Respect the rights and property of others
- Accept authority and supervision
- Respect constructive criticism
- Respect diversity

### **4. Communication Skills**

#### ***Valued Workers:***

- Ask questions and listen well
- Express themselves clearly
- Seek help when needed
- Notify supervisor of absences

### **5. Task-related Skills**

#### ***Valued Workers:***

- Complete work on time
- Work neatly and accurately
- Care for tools and materials
- Follow directions
- Complete tasks
- Work to improve their performance

### **6. Maturity**

#### ***Valued Workers:***

- Are reliable and dependable
- Accept responsibility
- Show pride in their work
- Are willing to perform extra work and work overtime
- Work well without supervision
- Show initiative
- Are assertive when necessary
- Have confidence in themselves

### **7. Health and Safety Habits**

#### ***Valued Workers:***

- Observe safety rules
- Take an interest in good health habits
- Dress appropriately
- Practice good personal hygiene

### **8. Commitment to a Job**

#### ***Valued Workers:***

- Want to learn more
- Are enthusiastic
- Give their best efforts
- Are punctual and have good attendance
- Exhibit loyalty to their company
- Show concern for their future





## ***INTERVIEW TIPS***

Take a deep breath. You have one final hurdle between you and your dream job – the interview.

***Know Yourself.*** Reassess your skills, abilities, experiences and accomplishments. Be ready to respond to questions about yourself; be able to communicate how you can meet the employer's needs.

***Research the Job.*** Before the interview, learn as much as you can about the organization. Research the product manufactured or the service provided. Resources include the Internet, company literature and brochures, telephone books and Chamber of Commerce publications. Friends, libraries and networking contacts also may be good sources.

***Listen Carefully to Interview Questions.*** Some questions may have several interpretations. If this occurs, state what you think you were asked, or ask for more specific information before responding. For some questions, you may need a few seconds to think about your response before answering. That's okay; better to pause than babble.

***Practice Makes Perfect.*** Practice answering interview questions—but don't memorize answers. It is more important to be prepared for a variety of questions. Practice with a friend or family member. Imagine yourself in an interview responding successfully to the questions and feeling good about your answers.

***Show Enthusiasm.*** Indicate to the employer that you are interested. Medley, in *Sweaty Palms*, says enthusiasm, sincerity, tact and courtesy are important qualities to communicate to the interviewer. Be as natural and comfortable as possible.

***Dress for the Interview.*** Project an image that matches the requirements of the job and the company. Feel great about the way you look.

***Salary and Benefits.*** Salary is almost always an interview concern—despite its importance, don't bring it up first. Generally, interviewers will not want to discuss salary until they have formed a favorable impression of you. It is helpful if you can find out what the position pays when researching the company.

***Handling Potentially Discriminatory Questions.*** By law, pre-employment inquiries may not be asked that may discriminate on the basis of race, color, religion, sex, national origin or age. Medley, in *Sweaty Palms*, says if your reply can't hurt you, answer the question, but let the interviewer know that you know the law. Try to respond with more appropriate job-related information.

### ***Questions you may be asked at your next job interview***

- Tell me about yourself.
- What courses did you like best in school?
- Tell me about your previous work experience.
- What are your career goals?
- What do you consider your greatest strengths and weaknesses?
- What do you know about this company?
- What qualifications do you have that would make you successful?
- How much money do you expect to make?
- Have you ever been fired from a job?
- Why should I hire you?

### ***Other Resources***

Medley, Anthony, H. *Sweaty Palms, The Neglected Art of Being Interviewed.*

Fry, Ron. *101 Great Answers to the Toughest Interview Questions.*

Krannich and Krannich. *Interview for Success.*

Fein, Richard. *111 Dynamite Ways to Ace Your Job Interview.*

### ***Top 10 questions YOU should ask the interviewer***

- What are the job responsibilities?
- What are the promotion policies?
- What type of person do you need to fill this position?
- What do you like most about (name of company)?
- How are the goals and objectives set at (name of company)?
- What is the work/educational background of your employees?
- Can you tell me something about the department/area/location in which I'd be working?
- Would there be a training period, or would I start immediately?
- How would I be evaluated?
- What do you see happening 10 years from now at (name of company)?



### ***Don't forget to say thank you!***

Follow up on your interview with a thank you. Writing a thank-you note is another chance for you to stand out positively from the crowd. Common courtesy says you should always thank people for taking the time to interview you and provide you with information. But there are solid career reasons, too.

### ***A thank you letter***

- Reminds the employer of your skill and enthusiasm for the position.
- Helps the employer remember you.
- Leaves a good impression in the interviewer's mind.
- Encourages her or him to offer you a job or provide further contacts.

## ***CAREER AGENCIES***

### ***WORKFORCE DEVELOPMENT***

The Division of Workforce Development strives to provide jobseekers with access to jobs with increased earning potential and provide employers with a skilled workforce. Each year, thousands of jobseekers receive services from the Division and other workforce system partners that include finding job openings, being referred to jobs and training services, obtaining labor market information or learning how and where to seek employment on their own.

Missouri Career Centers are located in many communities around the state. These centers are equipped with personal computers for word processing, resume templates and Internet access; fax machines; telephones; and newspapers which are accessible through self-service resource rooms and are available to aid Missouri's job seekers in their search for employment.

Job seekers and employers are able to link together through the Internet at [www.greathires.org](http://www.greathires.org) 24 hours a day. This website also allows job seekers to view thousands of Missouri job openings. They may review career information, create a resume and post it so that it may be seen by employers locally, across the state, or nationwide.

Veterans receive first priority referral to all jobs and training opportunities for which they are qualified. Many locations have a representative who specializes in helping veterans. Referrals to the U.S. Department of Labor-Veterans' Employment and Training Service is also available for access to additional services for veterans.

Additional information regarding the programs and services offered may be found by contacting the Missouri Career Center in your area. Call 1-888-728-JOBS (5627) to be connected to the Missouri Career Center nearest you.

Auxiliary aids and services are available upon request to individuals with disabilities. The Missouri Division of Workforce Development is an Equal Opportunity Program/Employer.



## ***CAREER CENTERS***

### ***Arnold***

3675 West Outer Road, Ste. 102  
Arnold, MO 63010-5231  
636-287-8909  
636-287-8932 (Fax)  
**arnold@ded.mo.gov**

### ***Branson***

2720 Shepherd of the Hills Exprwy.  
Ste. D3  
Branson, MO 65616-8103  
417-334-4156  
417-334-4159 (Fax)  
**branson@ded.mo.gov**

### ***Camdenton***

106 West Highway 54  
P.O. Box 66  
Camdenton, MO 65020-0066  
573-346-5616  
573-346-2007 (Fax)  
**camdenton@ded.mo.gov**

### ***Cape Girardeau***

216 North Fountain Street  
Cape Girardeau, MO 63701  
573-290-5766  
573-290-5746 (Fax)  
**capegirardeau@ded.mo.gov**

### ***Caruthersville***

913 Highway 84 West  
Caruthersville, MO 63830-8113  
573-333-0409  
573-333-1073 (Fax)  
**caruthersville@ded.mo.gov**

### ***Chillicothe***

601 W. Mohawk Road  
Chillicothe, MO 64601-3919  
660-646-0671  
660-646-5803 (Fax)  
**chillicothe@ded.mo.gov**

### ***Clinton***

1661 North Second Street  
Clinton, MO 64735-1193  
660-885-5541  
660-885-8541 (Fax)  
**clinton@ded.mo.gov**

### ***Columbia***

1500 Vandiver Drive, Ste. 115  
Columbia, MO 65202-1921  
573-882-8821  
573-884-5055 (Fax)  
**columbia@ded.mo.gov**

### ***Florissant***

4040 Seven Hills Dr, Ste 166  
Florissant, MO 63033-6767  
314-877-3010  
314-877-3020 (Fax)  
**florissant@ded.mo.gov**

### ***Ft. Leonard Wood***

Room 2203, Building 470  
P.O. Box 440  
Ft. Leonard Wood, MO 65473-0440  
573-596-0294  
573-596-0281 (Fax)  
**fortwood@ded.mo.gov**

### ***Hannibal***

203 North Sixth Street  
Hannibal, MO 63401-3412  
573-248-2520  
573-248-2526 (Fax)  
**hannibal@ded.mo.gov**

### ***Independence***

15301 East 23rd Street South  
Independence, MO 64055-1698  
816-325-5890  
816-325-5825 (Fax)  
**independence@ded.mo.gov**

### ***Jefferson City***

1716 Four Seasons Drive, Suite 101  
Jefferson City, MO 65101-1815  
573-526-8115  
573-526-3494 (Fax)  
**jeffcity@ded.mo.gov**

### ***Joplin***

730 South Wall Avenue  
Joplin, MO 64801-4542  
417-629-3000  
417-629-3011 (Fax)  
**joplin@ded.mo.gov**

### ***Kansas City Downtown***

1740 Paseo  
Kansas City, MO 64108  
816-471-2330  
816-471-2136 (Fax)  
**rroyston@ded.mo.gov**

### ***Kansas City Northland***

3100 NE 83rd Street, Ste. 1201  
Kansas City, MO 64119-4465  
816-437-3635  
816-468-1943 (Fax)  
**gladstone@ded.mo.gov**

### ***Kansas City South***

6801 A Longview Road  
Kansas City, MO 64134-3315  
816-325-1000  
816-325-1010 (Fax)  
**kansascitysouth@ded.mo.gov**

### ***Kennett***

1100 South By-Pass, Ste. 2  
Kennett, MO 63857-3738  
573-888-4518  
573-888-1324 (Fax)  
**kennett@ded.mo.gov**

### ***Kirksville***

2105 East Normal  
Kirksville, MO 63501-6503  
660-785-2400  
660-785-2404 (Fax)  
**kirksville@ded.mo.gov**

### ***Lebanon***

2639 S. Jefferson Ave, Ste. 1  
Lebanon, MO 65536-5205  
417-532-6146  
417-532-6013 (Fax)  
**lebanon@ded.mo.gov**



### *Lexington*

802 South Route 13  
Lexington, MO 64067-1516  
660-259-4671  
660-259-2791 (Fax)  
**lexington@ded.mo.gov**

### *Maplewood*

3256 Laclede Station Road, Ste. 103  
Maplewood, MO 63143-3753  
314-877-0001  
314-877-0022 (Fax)  
**stlouiscountydeercreek@ded.mo.gov**

### *Maryville*

Community Services, Inc.  
1212B South Main Steet  
Maryville, MO 64468  
660-582-8980  
660-582-8975 (Fax)  
**twest@asde.net**

### *Mexico*

3626 B South Clark  
Mexico, MO 65265-4104  
573-581-4576  
573-581-4590 (Fax)  
**mexico@ded.mo.gov**

### *Moberly*

1212 West Highway 24  
Moberly, MO 65270-3109  
660-263-5850  
660-263-3901 (Fax)  
**moberly@ded.mo.gov**

### *Monett*

309 E. Cleveland  
Monett, MO 65708-1704  
417-235-7877  
417-235-5620 (Fax)  
**monett@ded.mo.gov**

### *Nevada*

621 East Highland Avenue, Suite 3  
Nevada, MO 64772-1022  
417-448-1177  
417-448-1139 (Fax)  
**nevada@ded.mo.gov**

### *Park Hills*

16 South Coffman  
Park Hills, MO 63601-2552  
573-431-1510  
573-431-8073 (Fax)  
**parkhills@ded.mo.gov**

### *Poplar Bluff*

1903 Northwood Drive  
Poplar Bluff, MO 63901-2300  
573-840-9595  
573-840-9594 (Fax)  
**poplarbluff@ded.mo.gov**

### *Rolla*

1202 Forum Drive  
Rolla, MO 65401-2562  
573-364-7030  
573-364-1865 (Fax)  
**rolla@ded.mo.gov**

### *Sedalia*

215 East Fifth Street  
Sedalia, MO 65301-4506  
660-530-5627  
660-530-5633 (Fax)  
**sedalia@ded.mo.gov**

### *Sikeston*

202 S. Kingshighway  
Sikeston, MO 63801-2946  
573-472-5250  
573-472-4577 (Fax)  
**sikeston@ded.mo.gov**

### *Springfield*

1514 South Glenstone  
Springfield, MO 65804-1436  
417-887-4343  
417-888-4076 (Fax)  
**springfield@ded.mo.gov**

### *St. Charles County*

212 Turner Blvd.  
St. Peters, MO 63376-1079  
636-278-1360  
636-278-1843 (Fax)  
**stcharles@ded.mo.gov**

### *St. Joseph*

301 South Seventh Street  
St. Joseph, MO 64501-2284  
816-387-2380  
816-387-2029 (Fax)  
**stjoseph@ded.mo.gov**

### *St. Louis Central*

4811 Delmar Boulevard  
St. Louis, MO 63108-1732  
314-877-0916  
314-877-0931 (Fax)  
**stlouiscentral@ded.mo.gov**

### *St. Louis County N. Oaks*

26B North Oaks Plaza  
St. Louis, MO 63121-2911  
314-381-6700  
314-381-7247 (Fax)  
**vernon\_square@ded.mo.gov**

### *St. Louis County S. Service*

7545 S. Lindbergh Blvd., Ste. 140  
St. Louis, MO 63125-4839  
314-416-2917  
314-416-2915 (Fax)  
**stlouiscountysouth@ded.mo.gov**

### *St. Louis*

1017 Olive  
St. Louis, MO 63101  
314-589-8000  
314-231-7923 (Fax)  
**info@stlworks.com**

### *Trenton*

912 Main Street  
Trenton, MO 64683  
660-359-3533  
660-359-3082 (Fax)  
**darr@ghcaa.org**

### *Warrensburg*

1034 South McGuire St., Ste. C  
Warrensburg, MO 64093  
660-429-2504  
660-429-2570 (Fax)

### *Warrenton*

122 East Booneslick Road  
Warrenton, MO 63383-2004  
636-456-9467  
636-456-2329 (Fax)  
**1-800-264-5872**

### *Washington*

1108 Washington Square Shopping Ctr.  
Washington, MO 63090-5304  
636-239-6703  
636-239-0329 (Fax)  
**washington@ded.mo.gov**

### *West Plains*

3417 Division Drive, Suite 1  
West Plains, MO 65775-5789  
417-256-3158  
417-256-8059 (Fax)  
**westplains@ded.mo.gov**



## ***EDUCATIONAL OPPORTUNITY CENTERS***

Educational Opportunity Centers help people match their interests and strengths with appropriate college majors and career opportunities. The Higher Education Center of St. Louis and the U.S. Department of Education sponsor the Educational Opportunity Center. Services are provided free of charge. Anyone may use the Center's services.

Individuals wanting to further their education can get help in:

- Career exploration
- Interest inventory testing
- College and vocational/technical school selection
- One-on-one educational counseling
- Financial aid application assistance
- Admissions application assistance
- Choosing a right course of study
- Helping build self-confidence
- Student loan default remedies

Educational Opportunity Centers are located throughout Missouri and three full-time locations in Illinois and Kansas.

### **Illinois**

#### ***Alton***

651 E Broadway  
Alton, IL 62002  
618-465-5124

#### ***Belleville***

110 N High, Ste 1  
Belleville, IL 62220  
618-235-1776

#### ***East St. Louis***

East St. Louis Higher Educ. Campus  
Building B, Second Floor, Suite 2079  
601 James R. Thompson Boulevard  
East St. Louis, IL 62201-3027  
618-271-2643

### **Missouri**

#### ***Forest Park***

4495 Forest Park Ave.  
St. Louis, MO 63108  
314-535-6670

#### ***Kansas City***

3100 Main Street  
Kansas City, MO 64111  
816-759-4400

#### ***Midtown St. Louis***

1408 N. Kingshighway, Suite 107  
St. Louis, MO 63113  
314-367-8100

#### ***Neosho***

P. O. Box 688  
Neosho, MO 64850  
417-455-5608

#### ***Northside St. Louis***

13 North Oaks Plaza  
Natural Bridge at Lucas & Hunt  
St. Louis, MO 63121-2911  
314-385-4005

#### ***Southside St. Louis***

4644 Gravois Ave.  
St. Louis, MO 63116-2446  
314-352-4113

### **Kansas**

#### ***Kansas City***

4th and State Avenue, Ste. 105  
Kansas City, KS 66101  
888-320-4097

#### ***Lawrence***

The University of Kansas  
305 Joseph R. Pearson Hall  
Lawrence, KS 66045  
888-320-4097

#### ***Topeka***

1111 SW Gage, Ste. 300  
Topeka, KS 66604  
785-272-5828

# ***VOCATIONAL REHABILITATION CENTERS***

## ***What is Vocational Rehabilitation?***

It is a program that helps persons with a physical or mental impediment obtain employment.

## ***Eligibility***

If you answer “yes” to each of the following questions, you may be eligible for vocational rehabilitation services.

- Do you have a physical or mental impairment?
- Does your impairment make it difficult for you to be employed?
- Can Vocational Rehabilitation services assist you in returning to employment?

## ***Where to apply?***

Contact the nearest Vocational Rehabilitation Center or write to the following address:

Coordinator  
Vocational Rehabilitation  
3024 W. Truman Blvd.  
Jefferson City, MO 65109  
573-751-3251  
<http://vr.dese.mo.gov>

## ***What services may be provided?***

- Vocational guidance.
- A doctor’s examination to evaluate the extent of your disability.
- Medical and hospital care to reduce your disability so that you can work.
- Such items as artificial arms and legs, braces, wheelchairs or hearing aids to increase your ability to work.
- Job training. This may include college education, commercial or trade school, or on-the-job training.
- Work evaluation and adjustment.
- Transportation allowance while you are receiving medical treatment or job training arranged by your counselor.
- An allowance sufficient for noon meals if you receive job training in your home community.
- The cost of room and board if you are receiving job training away from your home community.
- Equipment that you will need when you are ready to go to work (including tools and a license if you need one).
- Help in finding a job.
- Help in solving problems that you may run into on the job.

A specialized service is the Rehabilitation Services for the Blind (RSB). RSB is a vocational rehabilitation service provided by the Missouri Department of Social Services, which offers people who are blind and visually impaired services and training leading to success in employment.

If you are interested in the services offered by Rehabilitation Services for the Blind, please visit the website at:

[www.dss.mo.gov/fsd/rsb/vr.htm](http://www.dss.mo.gov/fsd/rsb/vr.htm), call toll free at 1-800-592-6004, or send an e-mail to **Janice.M.Phillips@dss.mo.gov**

## ***VOCATIONAL REHABILITATION CENTERS***

### ***Cape Girardeau***

PO Box 1087  
3102 Blattner Drive, Suite 103  
Cape Girardeau, MO 63702  
573-290-5788; 877-702-9883  
TDD: 573-290-5385; Fax: 573-290-5921

### ***Chillicothe***

603 West Mohawk  
Chillicothe, MO 64601-3919  
660-646-1542; 866-572-4049  
Fax: 660-646-9741

### ***Columbia***

1500 Vandiver Dr., Suite 111  
Columbia, MO 65202-1563  
573-882-9110; 877-222-8961  
Fax: 573-884-5250; TDD: 573-882-9117

### ***Farmington***

PO Box 230  
800 Progress Drive  
Farmington, MO 63640-9157  
573-218-6100; 800-640-7110  
Fax: 573-218-6107; TDD: 573-218-6119

### ***Hannibal***

112 Jaycee Drive  
Hannibal, MO 63401-2275  
573-248-2410; 877-222-8960  
Fax: 573-248-2409

### ***Jefferson City***

1500A Southridge Dr.  
Jefferson City, MO 65109-1135  
573-751-2343; Fax: 573-526-4474

### ***Joplin***

801 E. 15th Street  
Joplin, MO 64804-0922  
417-629-3067; 877-222-8964  
Fax: 417-629-3148

### ***Kansas City Downtown***

615 East 13th St.  
KC State Building Room G-3  
Kansas City, MO 64106-2870  
816-889-2581; Fax: 816-889-2586

### ***Kansas City East***

243 NW Executive Way  
Lee's Summit, MO 64063  
816-622-0600; Fax: 816-662-0610

### ***Kansas City North***

310 NW Englewood, Suite 300  
Gladstone, MO 64118-0040  
816-467-7900; 877-270-0198  
Fax: 816-467-7924; TDD: 816-270-0201

### ***Kirksville***

1412 North Osteopathy, Suite B  
Kirksville, MO 63501-3581  
660-785-2550; 877-222-8962  
Fax: 660-785-2552

### ***Nevada***

621 East Highland, Ste. 2  
Nevada, MO 64772-3971  
417-448-1332; 800-598-3471  
Fax: 417-448-1351

### ***Poplar Bluff***

1903 Northwood Drive, Ste. 3  
Poplar Bluff, MO 63901  
573-840-9550; 800-281-9894  
Fax: 573-840-9551

### ***Rolla***

1101 W. Kingshighway  
PO Box 550  
Rolla, MO 65401-0550  
573-368-2266; 800-890-2867  
Fax: 573-368-2382

### ***Sedalia***

2115 W. Broadway  
Sedalia, MO 65301-2114  
660-530-5560, 800-924-0419  
Fax: 660-530-5567

### ***St. Charles***

3737 Harry S. Truman Blvd., Suite 400  
St. Charles, MO 63301-4052  
636-940-3300; Fax: 636-940-3313

### ***St. Joseph***

State Office Building  
525 Jules, Room 201  
St. Joseph, MO 64501-1990  
816-387-2280; 877-702-9876  
Fax: 816-387-2089

### ***St. Louis Downtown***

3101 Chouteau  
St. Louis, MO 63103  
314-301-7281; Fax: 314-301-7228

### ***St. Louis North***

4040 Seven Hills Road  
Florissant, MO 63033  
314-877-3200; Fax: 314-877-3201

### ***St. Louis South***

3248 Laclede Station Road  
St. Louis, MO 63143  
314-877-1900; 877-222-8968  
Fax: 314-877-1920

### ***St. Louis West***

1845 Borman Court, Suite 100  
St. Louis, MO 63146-4126  
314-340-4621; Fax: 314-340-4666  
TDD: 314-340-4656

### ***Springfield North***

613 East Kearney  
Springfield, MO 65803  
417-895-5863; 877-222-8965  
Fax: 417-895-5869; TDD: 417-895-7934

### ***Springfield South***

1735 West Catalpa, Suite C  
Springfield, MO 65807  
417-895-5720; 877-222-8967  
Fax: 417-895-5725

### ***West Plains***

3417 Division Dr., Suite 2  
West Plains, MO 65775  
417-256-8294; 877-222-8959  
Fax: 417-256-8479



A hiker wearing a yellow jacket, a yellow cap, and a large backpack is standing on a dark rock peak. They are holding a rope and looking down. The background shows a vast, hazy mountain range under a clear blue sky.

**MISSOURI**  
DEPARTMENT OF ECONOMIC DEVELOPMENT

All State of Missouri departments and divisions are EEO/ADA employers.